

**FQ3 2019/20 PERFORMANCE REPORT**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 The Council's Performance and Improvement Framework (PIF) sets out the presentation process for the Quarterly Performance Reports. This paper presents the Planning, Protective Services and Licensing (PPSL) Committee with the Development and Economic Growth Service (PPSL only) FQ3 2019-20 (October - December) Performance Report and accompanying PPSL Scorecard.
- 1.2 It is recommended that the PPSL Services Committee reviews the FQ3 2019/20 Performance Report as presented.

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**2.0 INTRODUCTION**

- 2.1 The Council's Performance and Improvement Framework (PIF) sets out the presentation process for the Quarterly Performance Reports. This paper presents the Planning, Protective Services and Licensing (PPSL) Committee with the Development and Economic Growth Service (PPSL only) FQ3 2019-20 (October - December) Performance Report and accompanying PPSL Scorecard.

**3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the PPSL Services Committee reviews the FQ3 2019/20 Performance Report as presented.

**4.0 DETAIL**

- 4.1 The performance report has been extracted from the Council's Pyramid performance management system. It comprises of key success measures extracted from Development and Economic Growth Service.
- 4.2 Commentary on the success measures within the Scorecard can be interrogated via the Pyramid system.

**5.0 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 Fairer Scotland Duty:
  - 5.5.1 Equalities - protected characteristics None
  - 5.5.2 Socio-economic Duty None
  - 5.5.3 Islands None
- 5.6 Risk Ensuring performance is effectively scrutinised by members
- 5.7 Customer Service None

**Kirsty Flanagan, Interim Executive Director with responsibility for  
Development and Economic Growth Service**

February 2020

**For further information contact:**

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## **Appendices**

FQ3 2019/20 Performance report and score card

**SUMMARY OF PERFORMANCE - No. of Success Measures:**

**Green 12**  
**Red 1**  
**No Data 0**

**Delivering Our Outcomes**

**Corporate Outcome 1 - People live active, healthier and independent lives**

BO102 We provide support, prevention and opportunities to help people make better lifestyle choices

- 1. Action being taken to address workforce planning issues for environmental health and 2 posts have been recruited to. Currently 3 professional posts are vacant and we are unable to recruit (similar to other LA's). Short term consultant and workforce plan in place.

**Corporate Outcome 5 - Our economy is diverse and thriving**

BO110 We support businesses, employment and development opportunities

- 1. A key milestone was achieved in progression of Local Development Plan (LDP)2 which will replace the current LDP. The proposed LDP2 was placed on statutory public consultation period until the 23<sup>rd</sup> January. Following that any objections will be reported to Council prior to being submitted to a Scottish Government reporter who will carry out an examination of the Plan. After that process the Council will be able to adopt it as a replacement LDP2.

**Our Challenges**

**Current Short-term Operational Challenges *[Include Service id]***

Development and Economic Growth (DEG)

Development Management

- 1. The Development Management team is experiencing difficulty in recruiting and retaining professional staff in the Helensburgh and Lomond area.
- 2. The Planning (Scotland) Act 2019 was approved by Scottish Parliament and received Royal Assent in July 2019; the Scottish Government have published their programme for implementation of the various provisions of the Act on 30<sup>th</sup> September 2019. The Act introduces a number of new/amended duties which will require revision to current Development Management (DM) processes, and in some cases will have resource implications. A key aspect of the implementation of planning fees and this is currently out to consultation.

Regulatory Services

- 1. To review the mitigation measures which are in place in response to the 3 vacancies within Regulatory Services, to recruit suitably qualified staff, and to deliver our workforce planning strategy, and implement our workforce plan.

2. To progress the investigations into the fatal accident at Loch Awe in August 2019 in conjunction with the Crown Office and Police Scotland and to prepare the necessary reports.
3. Continue with the work at national and local level in terms of EU preparedness and in particular export health certificates.

### Current Key Challenges and Actions to address the Challenges

#### Key Challenges and Actions to address the Challenges (DEG)

BO104 Our Communities Are Supported And Protected

1. **Challenge** - Deliver the outcomes defined in the Joint Health Protection Plan within the agreed milestones.

**Action Detail** – To redesign the delivery of the environmental health service and direct its resources more effectively to meet the statutory framework for food authorities, and to complete the actions required from the FSS audit.

<b>Carried Forward From Previous Quarter:</b> Y	<b>Action Milestone Dates:</b> FQ3 20/21	<b>Responsible Person:</b> Regulatory Services Manager/Environmental Health Manager (East/West)
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#### Key Challenges and Actions to address the Challenges (DEG)

BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices

2. **Challenge** - The development of Council EU Withdrawal Plan and business continuity.

**Action Detail** - Deliver, monitor and report on progress in delivering plan. Review plan and arrangements in light of any changes in planning assumptions and the details of the withdrawal deal negotiated by the UK Government.

<b>Carried Forward From Previous Quarter:</b> Y	<b>Action Milestone Dates:</b> FQ3 20/21	<b>Responsible Person:</b> Regulatory Services Manager
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#### Key Challenges and Actions to address the Challenges (DEG)

BO111 We Influence And Engage With Business And Policy Makers

3. **Challenge** - To attain reaccreditation of the Customer Services Excellence award for Planning and Regulatory Services, and continue to engage with customers to ensure that we deliver services which meet our target for customer satisfaction and ensure that customers are treated fairly.

**Action Detail** - Prepare for the pending audit in February 2020, and ensure that we retain the Customer Excellence Standard award. Complete the programme of customer satisfaction surveys for Regulatory Services.

<b>Carried Forward From Previous Quarter:</b> Y	<b>Action Milestone Dates:</b> FQ4 19/20	<b>Responsible Person:</b> Regulatory Services Manager/Development Management Manager/Development Policy Manager
<p style="text-align: center;"><b>Key Challenges Resolved In Previous Quarter</b></p>		
<p>BO110 We Support Businesses, Employment and Development Opportunities (DEG)</p> <p><b>1. Challenge</b> - Update and Improve our Conservation Area Appraisal Coverage.</p> <p><b>Action Detail</b> - Helensburgh Conservation Area was approved by PPSL and designated by Council in September. Slate Islands and Lochgilphead Conservation Area Appraisals are scheduled for presentation to PPSL for approval before the end of 2019. During FQ3 this challenge was resolved. Helensburgh Conservation Area being approved by PPSL Committee and the Slate Islands and Lochgilphead Conservation Area Appraisals also approved by PPSL Committee.</p>		

## Our Off-Track Performance Indicators

Indicator Ref: DEG104\_01 [PR104\_01]-Increase the % of broadly compliant food businesses as a result of our enforcement interventions (EH-Programme Interventions with Business)

Trend	Target	Actual	Owner	Commentary																		
↓	85.0 % <sup>†</sup>	84.8 % <sup>†</sup>	Alan Morrison	Due to work targeting medium risk premises and unrated premises in Q3 the total number of premises which were broadly compliant increased by 4 premises but there are an additional 46 premises on our database. The % of broadly compliant premises in Argyll and Bute in Q3 is 84.8 % and reduction in 1.8% from Q2 and just below our 85% internal target. This figure varies considerably and reflects the outcome of inspections, condition of food premises and also can vary due to number of premises. It should be noted that premises will fall into and out of broadly compliant for various reasons, which are out with the services control. This however, impacts on the level of enforcement actions required.																		
Quartile	Target	Actual	Benchmark	<table border="1" style="display: none;"> <caption>Performance Comparison Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr> <td>FQ3 18/19</td> <td>85.0</td> <td>87.3</td> </tr> <tr> <td>FQ4 18/19</td> <td>85.0</td> <td>87.2</td> </tr> <tr> <td>FQ1 19/20</td> <td>85.0</td> <td>86.6</td> </tr> <tr> <td>FQ2 19/20</td> <td>85.0</td> <td>86.9</td> </tr> <tr> <td>FQ3 19/20</td> <td>85.0</td> <td>84.8</td> </tr> </tbody> </table>	Quarter	Target (%)	Actual (%)	FQ3 18/19	85.0	87.3	FQ4 18/19	85.0	87.2	FQ1 19/20	85.0	86.6	FQ2 19/20	85.0	86.9	FQ3 19/20	85.0	84.8
Quarter	Target (%)	Actual (%)																				
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FQ2 19/20	85.0%	86.9%																				
FQ3 19/20	85.0%	84.8%																				

## Development & Economic Growth Scorecard 2019-22

Scorecard owned by: Fergus Murray

[Click here for Full Scorecard](#)

## Scorecard for PPSL Committee

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

Success Measure **G** →

DEG102_01 [PR102_01]-Protecting health through the delivery of the formally approved JHPP	Actual	On track	<b>G</b>
	Target		→
	Benchmark	On track	

### BO104: Our Communities Are Supported And Protected [DEG]

Success Measure **A** →

DEG104_01 [PR104_01]-Increase the % of broadly compliant food businesses as a result of our enforcement interventions	Actual	84.8 %	<b>R</b>
	Target	85.0 %	↓
	Benchmark	87.0 %	

DEG104_02 [PR104_02]-Resolve public health service requests within 20 working days	Actual	90 %	<b>G</b>
	Target	80 %	↑
	Benchmark		

DEG104_03 [PR104_03]-Undertake an enforcement intervention programme to high risk premises	Actual	98	<b>G</b>
	Target	95	↑
	Benchmark		

DEG105_01 [PR105_01]-Respond to Building Warrant applications within 20 days	Actual	98.6 %	<b>G</b>
	Target	80.0 %	↑
	Benchmark		

DEG105_02 [PR105_02]-Respond to Completion Certificate applications within 10 days	Actual	2.6 Days	<b>G</b>
	Target	10.0 Days	↑
	Benchmark		

DEG105_03 [PR105_03]-The percentage of our service users who are happy with our service[Building Standards]	Actual	100.0 %	<b>G</b>
	Target	90.0 %	→
	Benchmark	90.0 %	

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

Success Measure **A** →

DEG111_01 [PR111_01]-Enforcement intervention is consistent and fair with businesses supported throughout	Actual	90	<b>G</b>
	Target	80	↓
	Benchmark		

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

Success Measure **A** →

DEG110_06 [PR110_01]-Maintain a Local Development Plan less than 5 years old	Actual	On track to revised plan	<b>G</b>
	Target	On track	
	Benchmark	On track to revised plan	→

DEG110_07 [PR110_02]-Achieve an above national average level of planning application approval rates	Actual	97.0 %	<b>G</b>
	Target	95.0 %	↓
	Benchmark	94.3 %	

DEG110_08 [PR110_03]-Maintain an effective five year supply of housing land demonstrated in a housing land audit	Actual	On track	<b>G</b>
	Target	On track	→
	Benchmark	On track	

DEG110_09 [PR110_04]-Determine 'All Local Planning Applications' within a time period no greater than 10% above the National Average	Actual	9.5 Wks	<b>G</b>
	Target	10.0 Wks	↓
	Benchmark	9.1 Wks	

DEG116_01 [PR116_01]-Improve customer satisfaction and market the Building Standards service commercially to become self-funding.	Actual	Green	<b>G</b>
	Target	Green	→
	Benchmark	Green	