

FQ2 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ2 2020/21 performance for the Development and Economic Growth Service.

Delivering Our Outcomes – This highlights past performance as illustrated through the Services' Key Performance Indicators

KEY TO SYMBOLS

R Indicates the performance has not met the expected Target

G Indicates the performance has met or exceeded the expected Target

↓ ↑ → The Performance Trend Arrow indicates the direction of travel compared to the last performance reporting period

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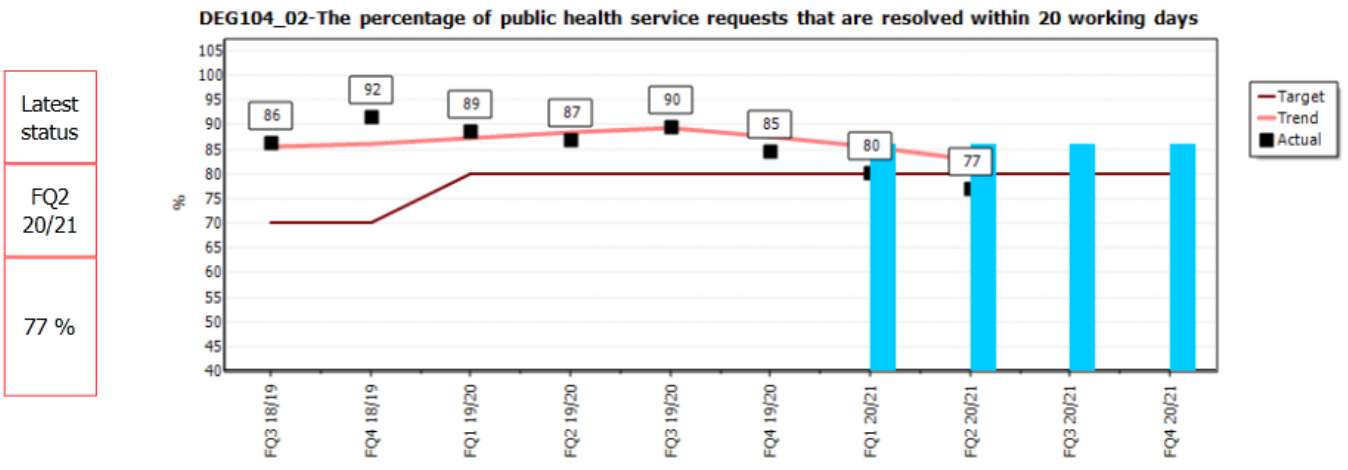
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Indicator: DEG104_02- The percentage of public health service requests that are resolved within 20 working days.
Why measure this? We work quickly to protect public health or nuisance conditions that impact on health and wellbeing. Any justified corrective action is taken quickly. This measure is also reported to the national performance network.

Commentary: Service requests 79% for Q2. A total of 1403 service requests were received in Q2. However, restrictions in the ability to visits business or domestic premises impacted on our service response, although we have identified innovative ways of responding, including better communication with customers, and use of photo and other documentation. Notwithstanding this, it has been difficult to respond to all service requests within the 20 working day period due to access difficulties and also the increased level of activity around COVID regulations and supporting the Test and protect regime through Incident Management Teams and assessment of businesses. Over this reporting period, we have been actively involved in 2 Incident Management teams relating to COVID outbreaks, as well as a number of COVID assessment groups and responding to 369 requests from business or complaints regarding COVID standards. The increasing number of positive COVID cases and potential “local or national lockdown” will create additional work for the service and it is anticipated that response to service requests will not meet the target for Q3 and possibly even Q4.

This indicator is below target and performance has decreased since the last reporting period

TARGET FQ2 80%	ACTUAL FQ2 77% R	BENCHMARK 86%	PERFORMANCE TREND ↓
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Indicator: DEG105_01-Respond to Building Warrant applications within 20 days.

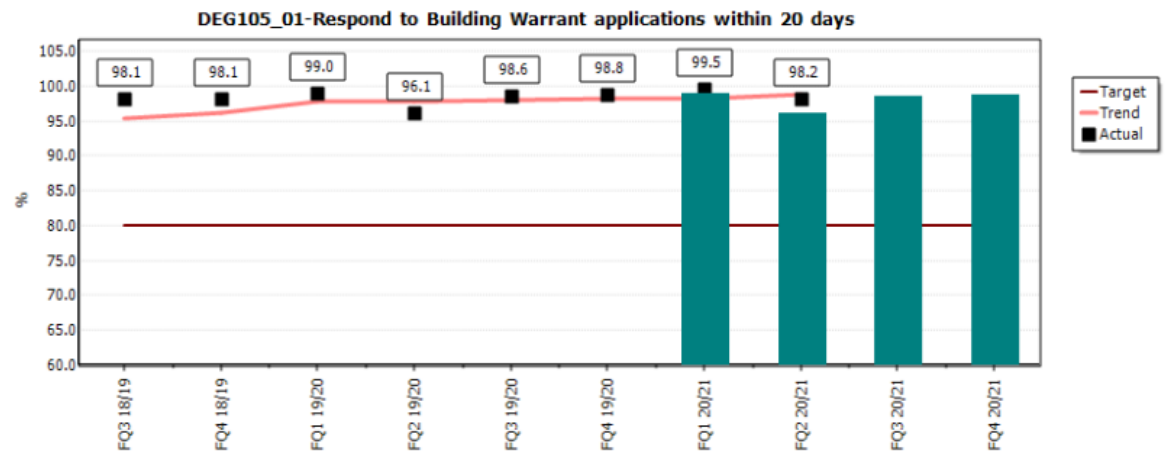
Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

Commentary: Respond to building warrant applications within 20 days: 98.2% (down from 99.5% in Q1) but above target of 80%. This is one of the 5 national building standards performance measures providing an indication of response times for building warrant applications. Performance by the team continues to be good and whilst there was a reduction in building warrants in Q1 due to COVID lockdown, there has been a gradual increase in building warrant applications in quarter 2. Whilst levels are down compared to 19/20., the profile is the same. Over this period, the team have reviewed procedures, developed new ways of working through the introduction of virtual inspections. This uses Skype calls to undertake inspections via video, and has allowed building warrant completion certificates to be issued at a time when travel and visits were difficult. Given the success of this measure, this “inspection type” will continue to be used and extended in the future to improve effectiveness, and provides benefits to rural areas. Income is below target running at 80% of projected due to COVID. This is being closely monitored. Correction Actions 1. Maintain current performance and deliver services 2. Continue to deliver commercial services to other local authorities although this work has reduced this year, with only East Lothian Council requiring our services. 3. Review potential future demand from other local authorities, as lack of commercial income affected our income targets.

This indicator is above target, however performance has decreased since the last reporting period


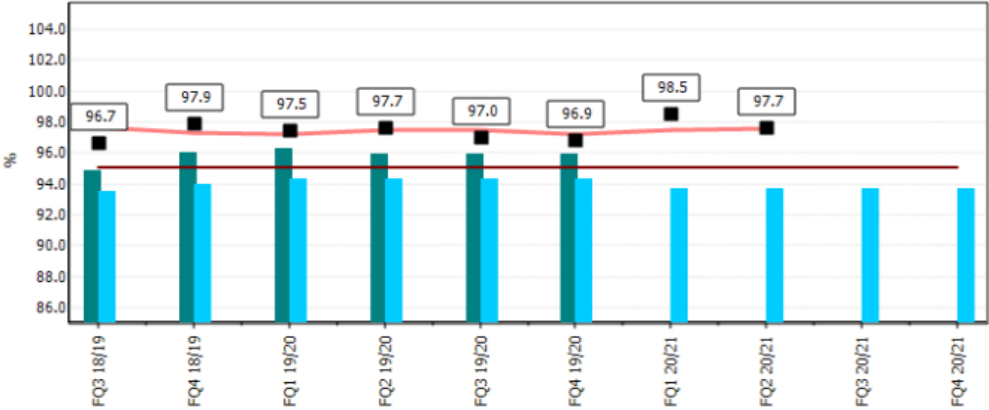
TARGET FQ2 80%	ACTUAL FQ2 98.2% G	BENCHMARK 99%	PERFORMANCE TREND ↓
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Latest status
FQ2 20/21
98.2 %



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<p>Indicator: DEG110_05-The above national average level of planning application approval rates is maintained.</p> <p>Why measure this? We commit resource at an early stage in the planning process to improve/negotiate any substandard submissions. The high approval rate indicates the Council's commitment to delivery positive outcomes.</p> <p>Commentary: Comparison of applications received during FQ1&2 19/20 with receipts during FQ1&2 20/21 does not show any significant difference in the volume of any specific application type in response to Covid 19. The main application types are noted below for reference as a % of total submissions during the respective period: N01 (Householder) 17% 19/20, 14.6% 20/21; N03B (Housing - Local) 15.3% 19/20, 16.3% 20/21; N010B (Other - Local) 13.3% 19/20, 15.2% 20/21; N14 (Listed Building) 5.9% 19/20, 4.3% 20/21; N17A (Other Consents) 5% 19/20 6.9% 20/21; Other Not Included in Statutory Returns (including pre-apps) 37.4% 19/20, 38.5% 20/21. Note that there is a proportionate increase in the submission of more complicated application types relating to new housing and commercial development, and a decrease in householder development. There is also an increase in prior notifications and submissions which are not required for statutory reporting. The other item of significance to note is the general lack of major application submissions in 20/21 which would deliver a significant proportion of fee income (5 in FQ1&2 19/20 and only 1 in the same period 20/21).</p>																																																										
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<p>TARGET FQ2 95%</p>	<p>ACTUAL FQ2 97.7%</p> <p style="color: green; font-size: 2em;">G</p>	<p>BENCHMARK 93.7%</p> <p>Scottish Average</p>	<p>PERFORMANCE TREND</p> 																																																							
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Latest status</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">FQ2 20/21</div> <div style="border: 1px solid black; padding: 5px;">97.7 %</div>	<p>DEG110_05-The above national average level of planning application approval rates is maintained</p>  <table border="1" style="display: none;"> <caption>DEG110_05 - Planning Application Approval Rates (%)</caption> <thead> <tr> <th>Period</th> <th>Actual (%)</th> <th>Rural Average (%)</th> <th>Scottish Average (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>FQ3 18/19</td><td>96.7</td><td>~95.0</td><td>~93.5</td><td>95.0</td></tr> <tr><td>FQ4 18/19</td><td>97.9</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ1 19/20</td><td>97.5</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ2 19/20</td><td>97.7</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ3 19/20</td><td>97.0</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ4 19/20</td><td>96.9</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ1 20/21</td><td>98.5</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ2 20/21</td><td>97.7</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ3 20/21</td><td>-</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> <tr><td>FQ4 20/21</td><td>-</td><td>~95.5</td><td>~94.0</td><td>95.0</td></tr> </tbody> </table>			Period	Actual (%)	Rural Average (%)	Scottish Average (%)	Target (%)	FQ3 18/19	96.7	~95.0	~93.5	95.0	FQ4 18/19	97.9	~95.5	~94.0	95.0	FQ1 19/20	97.5	~95.5	~94.0	95.0	FQ2 19/20	97.7	~95.5	~94.0	95.0	FQ3 19/20	97.0	~95.5	~94.0	95.0	FQ4 19/20	96.9	~95.5	~94.0	95.0	FQ1 20/21	98.5	~95.5	~94.0	95.0	FQ2 20/21	97.7	~95.5	~94.0	95.0	FQ3 20/21	-	~95.5	~94.0	95.0	FQ4 20/21	-	~95.5	~94.0	95.0
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