

FQ3 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ3 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

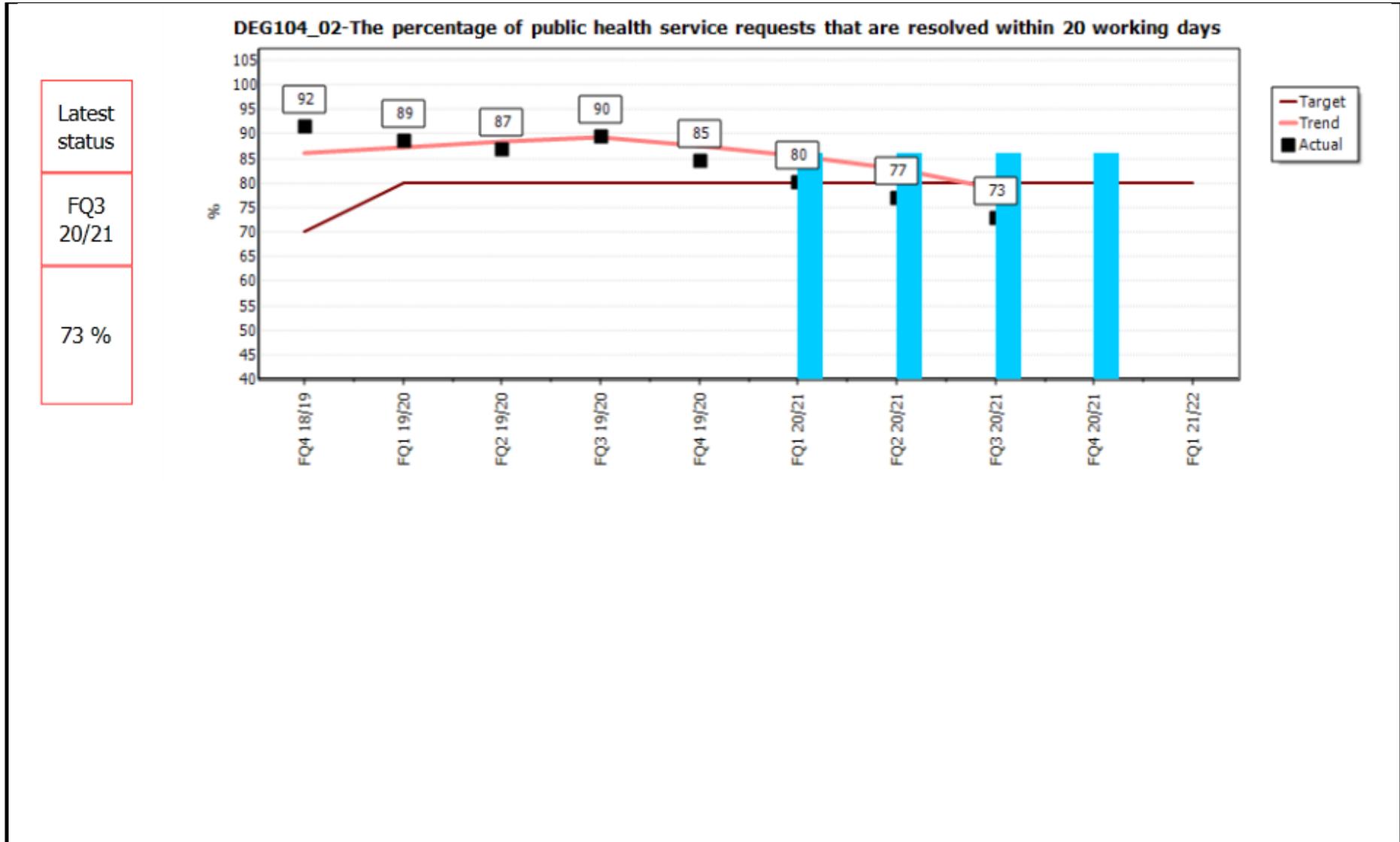
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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS			
<p>Indicator: DEG104_02- The percentage of public health service requests that are resolved within 20 working days.</p> <p>Why measure this? We work quickly to protect public health or nuisance conditions that impact on health and wellbeing. Any justified corrective action is taken quickly. This measure is also reported to the national performance network.</p>			
<p>Commentary: Given competing demands, the resolution times for service complaints has for the second quarter fell below the target of 80% with only 73% of service requests being resolved within 20 working days. This measure may be below target but given the circumstances this is a good performance for the team. It should be noted that all service requests are investigated and completed, timescales vary depending on the complexity of the matter and available resources. Service requests which are high priority are always dealt with first and these have focussed on our general work, and also COVID referrals from Test and Protect or responding to complaints about standards in premises etc. Reasons for dip in performance can be attributed to a number of factors: • Due to workload and the impact of COVID enforcement and test and protect work in quarter 3 on our available resource. Preparations for EU Exit have also had an impact. In quarter 3, the key priorities were COVID, EU Exit preparations and in particular food exports, reinstating our private water supply monitoring programme, and other services • The use of annual leave entitlements for staff, resulted in the majority of leave being taken in quarter 3 which impacted on performance and available resource. Corrective actions - we will continue to monitor the situation, but service requests may take longer to resolve due to the additional work demands placed by COVID, and also on the impact of the “Stay at Home” restrictions with visits to occupied domestic properties being suspended unless the visit is necessary for imminent public health reasons.</p>			
<p>This indicator is below target and performance has decreased since the last reporting period</p>			
TARGET FQ3 80%	ACTUAL FQ3 73% R	BENCHMARK 86%	PERFORMANCE TREND 

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Indicator: DEG105_01-Respond to Building Warrant applications within 20 days.

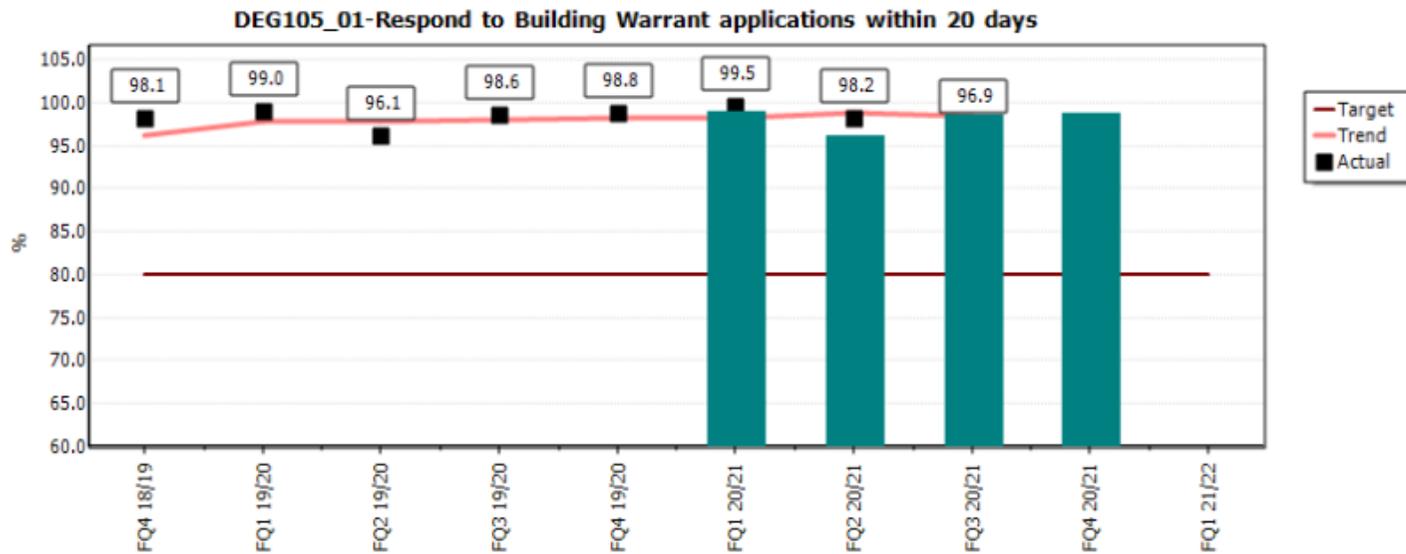
Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

Commentary: This is one of the national performance measures for building standards in Scotland. In quarter 3, there has been a slight dip in performance of 1.3% although performance is well above the 80% target. Reasons for this include: • During quarter 3 we had annual leave entitlement being used by the majority of staff who were unable to use it as the height of the pandemic due to assisting in the COVID response; • Dangerous building at 5-7 East Clyde Street, Helensburgh had a very high profile given its location in the town and past history. Complex restablising works were initiated with emergency powers together with road closures. This was resource intensive in terms of managing this situation.

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

TARGET FQ3 80%	ACTUAL FQ3 96.9% G	BENCHMARK 99%	PERFORMANCE TREND ↓
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Latest status
FQ3 20/21
96.9 %



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Indicator: DEG110_05-The above national average level of planning application approval rates is maintained.

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.

Commentary: Planning application approval rate was 97.3% It has consistently been above target (95%) for over seven years now, demonstrating that we are open for business. 297 Planning Decisions were issued in FQ3, 10% fewer than the same quarter in each of the last three financial years. In the context of the Pandemic, this represents a 15% increase when compared to FQ2 and a 46% increase on FQ1. Despite the effects of the pandemic, the volume of new submissions received by the Development Management Service remains high when compared to 2019/20. During FQ1 2020/21 395 new applications were received (522 submissions FQ1 2019/20); FQ2 2020/21 458 new applications were received (524 submissions FQ2 2019/20); FQ3 2020/21 482 new applications were received (446 submissions FQ3 2019/20). In total 1335 new applications have been received to end of FQ3 2020/21, this is equivalent to 89.4% of the volume of applications for the same period in 2019/20 (1492 total).

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

TARGET FQ3 95%	ACTUAL FQ3 97.3% G	BENCHMARK 93.7% Scottish Average	PERFORMANCE TREND ↓
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DEG110_05-The above national average level of planning application approval rates is maintained

Latest status

FQ3 20/21

97.3 %

