

FQ4 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ4 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

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: Despite competing and new service demands especially relating to COVID and EU exit, we managed to halt the slide over the last 2 quarters for the measure relating to the resolution times for service requests. Whilst the target is 80%, we achieved 74%, an increase of 1% from Q3. 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 focused on our general work, and also COVID referrals from Test and Protect or responding to complaints about standards in premises etc.

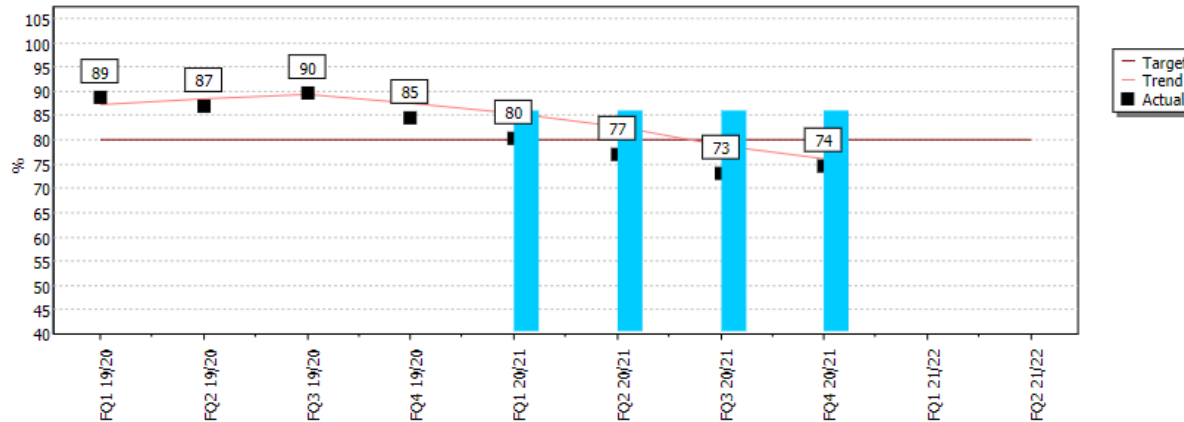
In reviewing performance for FQ4 and comparing statistics, it is clear that: this is good performance as the service requests, excluding export health certificates, have increased by 12% this year.

This indicator is below target however performance has improved since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
80%	74% R	86%	↑

DEG104_02-The percentage of public health service requests that are resolved within 20 working days

Latest status
FQ4 20/21
74 %



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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: Excellent team performance will all key performance measures above target. There is a dip in performance in this measure for responding to building warrants within 20 working days from 96.9% to 92.5% in Q4. This is due to a variety of different reasons including annual leave carry forward from 2020 which had to be taken in Q4, absence in the Helensburgh office, reactive work associated with agents coming back with further information, amended applications and work associated with dangerous buildings. However, performance is still well above our target.

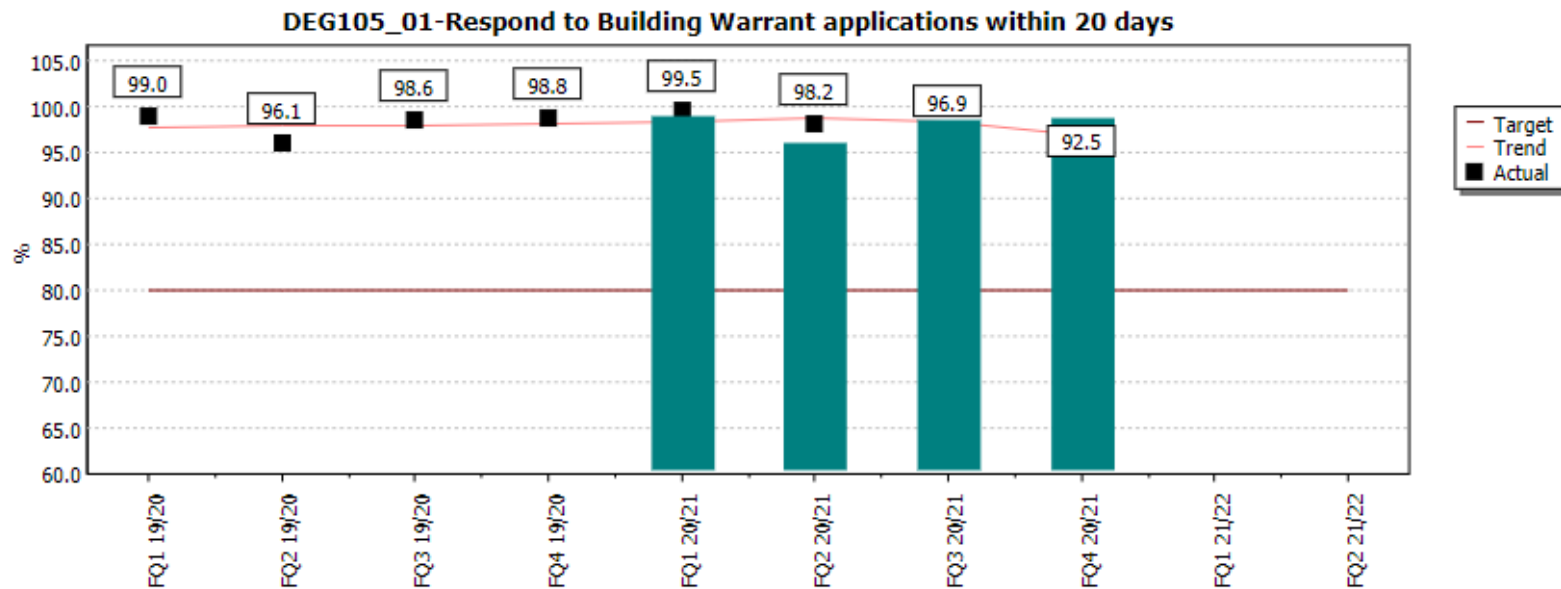
This indicator is above target, however performance has decreased since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
80%	92.5% G	99%	↓

Latest status

FQ4 20/21

92.5 %



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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 96.1% It has consistently been above target (95%) for over seven years now, demonstrating that we are open for business.			
This indicator is above target however performance has decreased since the last reporting period			
TARGET FQ4 95%	ACTUAL FQ4 96.1% G	BENCHMARK 93.7% Scottish Average	PERFORMANCE TREND ↓

Latest status

FQ4 20/21

96.1 %

