

Delivering Our Outcomes – This highlights past performance as illustrated through our Key Performance Indicators (KPIs)

KEY TO SYMBOLS

R Indicates the performance has not met the expected Target

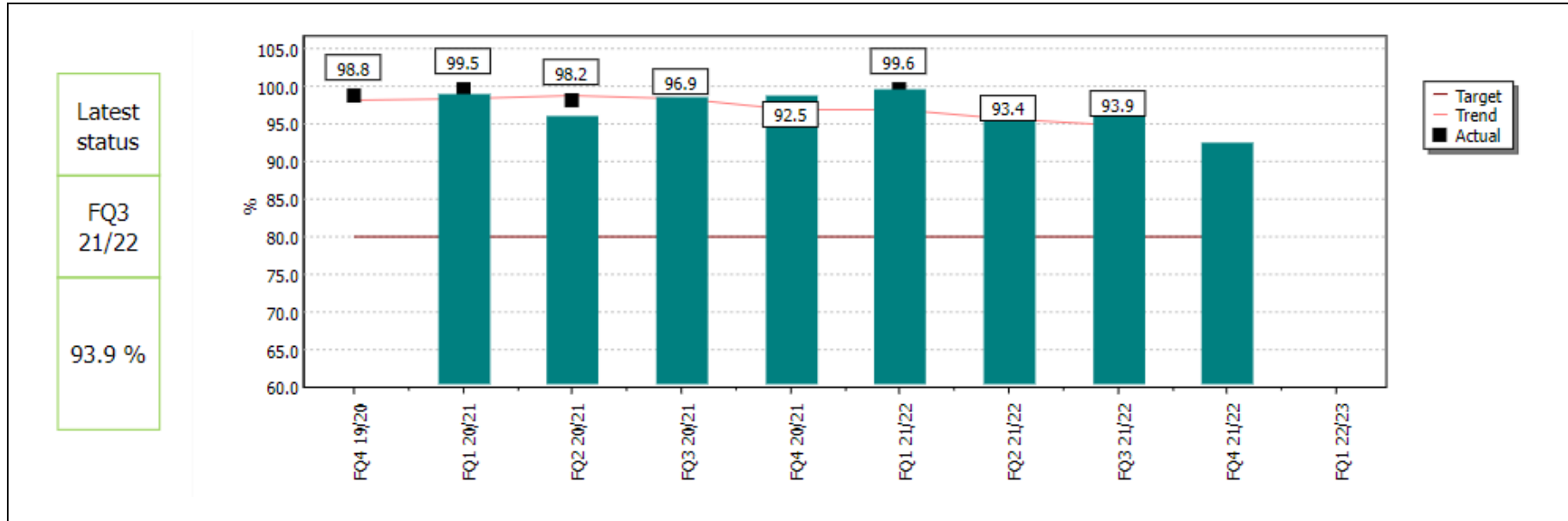
G Indicates the performance has met or exceeded the expected Target

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


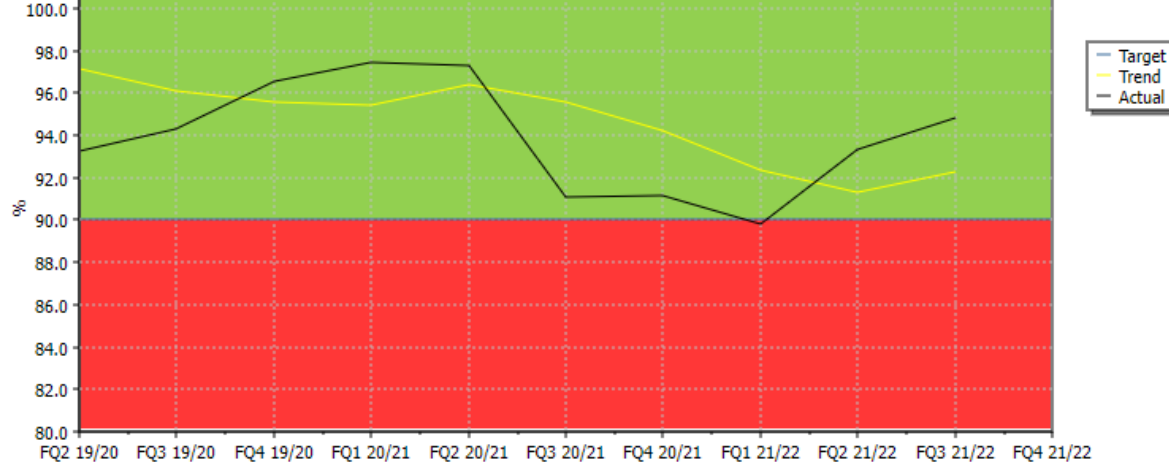
FQ3 2021/22 Key Performance Indicators for Development and Economic Growth

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS			
<p>Indicator: DEG105_01 Respond to Building Warrant applications within 20 days.</p> <p>Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.</p>			
<p>Commentary: This is one of the national performance measures for building standards in Scotland. In quarter 3, there has been an increase in performance of 0.5% to 93.9% which is well above the 80% target. This is excellent performance and has been achieved in a period where:</p> <ol style="list-style-type: none"> 1. In quarter 3 we had annual leave entitlement being used by the majority of staff 2. Dangerous building work continued across the area in Campbeltown, Oban (Taynuilt Hotel), Dunoon (Argyll Street) and 5-7 East Clyde Street, Helensburgh. 3. Building warrant numbers are higher than 20/21 but lower than 19/20 as a result of Covid and also increase in price/available of building materials. To offset this, we undertook commercial work on behalf of Scottish Borders Council in quarter 3. 4. The team have prioritised work well, are predominately working from home and are using a variety of different means to undertake work (e.g. remote verification inspections etc.) Corrective actions We will continue to monitor the situation proactively as there is 2.5FTE vacancies for building surveyors which may impact on FQ4 performance. 			
<p>This indicator is above target and performance has improved since the last reporting period</p>			
TARGET FQ3 80%	ACTUAL FQ3 93.9% G	BENCHMARK FQ2 2020/21: 96.9% Previous quarter performance	PERFORMANCE

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS																																							
<p>Indicator: DEG105_02 The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.</p> <p>Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.</p> <p>Commentary: This is a local performance measure as the national measure is 10 days, as opposed to 6 days. It is proposed that we now report on 10 days, so we can benchmark with our peers. Performance for 10 days (and indeed 6 days) is above target and in quarter 3, there is 94.8% of all applications were issued within target. This is excellent performance of the team and the use of remote verification inspections support this work. Corrective actions We will continue to monitor the situation proactively as there is 2.5FTE vacancies for building surveyors which may impact on FQ4 performance.</p>																																							
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<p>TARGET FQ3 90%</p>	<p>ACTUAL FQ3 94.8%</p> <p style="color: green; font-size: 1.5em; font-weight: bold;">G</p>	<p>BENCHMARK No benchmark</p>	<p>PERFORMANCE</p> <p style="font-size: 2em; font-weight: bold;">↑</p>																																				
 <p style="text-align: center;">94.8 % DEG105_02-The Percentage Of Building Warrants And Amendments Issued Within 6 Days From Receipt Of All (Actual, FQ3 21/22)</p>	 <table border="1" style="margin: 0 auto; border-collapse: collapse; font-size: 0.8em;"> <caption>Performance Trend Data (Estimated)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Trend (%)</th> </tr> </thead> <tbody> <tr><td>FQ2 19/20</td><td>93.0</td><td>97.0</td></tr> <tr><td>FQ3 19/20</td><td>94.5</td><td>96.0</td></tr> <tr><td>FQ4 19/20</td><td>96.5</td><td>95.5</td></tr> <tr><td>FQ1 20/21</td><td>97.5</td><td>95.5</td></tr> <tr><td>FQ2 20/21</td><td>97.0</td><td>96.5</td></tr> <tr><td>FQ3 20/21</td><td>91.5</td><td>95.5</td></tr> <tr><td>FQ4 20/21</td><td>91.5</td><td>94.5</td></tr> <tr><td>FQ1 21/22</td><td>90.0</td><td>92.5</td></tr> <tr><td>FQ2 21/22</td><td>93.5</td><td>91.5</td></tr> <tr><td>FQ3 21/22</td><td>94.8</td><td>92.5</td></tr> <tr><td>FQ4 21/22</td><td>-</td><td>-</td></tr> </tbody> </table>			Quarter	Actual (%)	Trend (%)	FQ2 19/20	93.0	97.0	FQ3 19/20	94.5	96.0	FQ4 19/20	96.5	95.5	FQ1 20/21	97.5	95.5	FQ2 20/21	97.0	96.5	FQ3 20/21	91.5	95.5	FQ4 20/21	91.5	94.5	FQ1 21/22	90.0	92.5	FQ2 21/22	93.5	91.5	FQ3 21/22	94.8	92.5	FQ4 21/22	-	-
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FQ3 2021/22 Key Performance Indicators for Development and Economic Growth

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: DEG110_03 The time it takes to determine 'local' planning applications is no longer than 10% above the National Average.
Why measure this? This indicates the efficiency of the Council's planning process. Prompt planning application decisions is a driver to support and help grow the local economy.

Commentary: The Development Management Team continues to operate with reduced resource. Although the situation improved slightly in FQ3 following some success in recruitment, it will naturally take time for those taking up vacant posts to get up to speed. During FQ3, several legacy applications were finalised and determined, the majority of which were in the OLI team, a team which has carried vacancies and experienced staff turnover in posts over a prolonged period. The headline performance figure of an average of 15.8 weeks to determine these applications, is badly skewed by 7 applications which took between 1 and 4 years to determine.

Those taking in excess of a year can be broken down into areas, as follows:-

OLI: 5 applications, varying between 1 year and 4 years

MAKI: 1 application, which took 2 years

H&L: 1 application, which took 2 years

Without these 7 excessive applications, the average time to determine would have been 12.2 weeks.

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

TARGET FQ3
10 Weeks

ACTUAL FQ3
15.8 Weeks

BENCHMARK
Scottish National Average:
2019/20: TBC

PERFORMANCE



R

Latest status

FQ3 21/22

15.8 Wks

