



**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON
26 JANUARY 2021**

**SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND
DEVELOPMENT SERVICES) – YEAR TO DECEMBER 2020**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND
FINANCE)**

1. REASON FOR REPORT

- 1.1 To inform the Committee of the performance of the service for the period from 1 April 2020 to 31 December 2020.
- 1.2 This report is submitted to Committee in terms of Section III (A) (4) and (E) (19) of the Council's Scheme of Administration relating to contributing to public performance reporting and the development and monitoring of the Council's Performance Management Framework.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (i) **scrutinises performance of the Service Plan, operational performance indicators (by exception) and Complaints to the end of December 2020;**
- (ii) **welcomes good performance; and**
- (iii) **notes the actions being taken to improve performance where required.**

3. BACKGROUND

- 3.1 On 7 August 2019, the Moray Council, approved a revised Performance Management Framework for services (para 5 of the minute refers). The framework introduced new arrangements for managing, delivering and reporting performance with the aim of increasing focus on priority areas, reducing the level of reporting on lower priority indicators and directing scrutiny towards areas of strategic importance trends. Whilst the key

performance trends in operational performance will continue to be reported by exception, the focus of committee scrutiny will be on the delivery of priorities in the Local Outcome Improvement Plan (LOIP), Corporate Plan, and Service Plan. This report covers progress in achieving the Economic Growth and Development Services' Service Plan priorities, as well as the important trends in the key Economic Growth and Development Services' performance indicators.

- 3.2 The Performance Monitoring Statements document was developed to support the Performance Management Framework. This performance report refers to this document. The document includes tabular updates on actions, indicators relating to Service Plan priorities as well as complaints data, and can be found at: http://www.moray.gov.uk/moray_standard/page_92321.html

4. SUMMARY OF PERFORMANCE

- 4.1 At a meeting of the Economic Growth, Housing and Environmental Sustainability Committee on 1 December 2020, approval was given to the Economic Growth and Development Services COVID revised Service Plan covering the period 2020-2022 (para 7 of the draft minute refers). As per the Performance Management Framework, this Service Plan consists of two distinct sections along with the added recovery section:
- Strategic Outcomes - locked down against commitments in National Outcomes, the Local Outcome Improvement Plan, and the Corporate Plan.
 - Service Level Outcomes – reflecting service priorities not covered in higher level plans.
 - Recovery & Renewal Outcomes – COVID; economic recovery, and Brexit related plans.
- 4.2 A total of 5 actions, relevant to the Planning and Regulatory Services (excluding those reported to Economic Growth, Housing and Environmental Sustainability Committee), were included in the Economic Growth and Development Services Service Plan; overall the Plan is 27% complete. No actions were due for completion by the end of December 2020, but one has been completed ahead of time.

Level of Action	Number of Actions	Expected completion by end of Dec 2020	Actual completion by end of Dec 2020
Strategic Outcome	0	0	0
Service Level Outcomes	5	0	1

Service Level / Recovery Outcomes - successes

- 4.3 In facilitating high street development through no fee pre application advice and fast track planning and building standards services, set up in November 2020, this has now become part of a standard process to high street developers. EG&D20-22.S6.1.1b.

Service Level / Recovery Outcomes – challenges and actions to support

- 4.4 Although no actions were due to complete before March 2021, delays and competing priorities are likely to result in delivery expectations being revisited. The rolling programme to implement the secondary legislation and guidance relating to the Planning Scotland Act 2019 issued by Scottish Government is subject to delay, specific elements have been enacted more will follow. EG&D20-22.S5.1.

Operational Indicators – successes

- 4.5 Performance within Building Standards remains good with 99.6% of building warrant and amendment first reports issued within 20 working days and all issued within 10 days of receipt of satisfactory information. The average number of days taken to respond to amended plans remains consistently at 4 working days. ENVDV-BS-KP01(B & C) ENVDV046b

Operational Indicators - challenges and actions to support

- 4.6 Data collected perhaps reinforces the immediate impact of COVID lock-downs on Economic Growth & Regeneration with the number of new business start-ups supported by Business Gateway totalling 14 in Q1 2020/21, the lowest result recorded for this indicator. In the same period, the service supported a significant increase in requests for assistance as management data records. ENVDV266
- 4.7 Planning applications requiring input from Transportation returned within target timescales has fallen over the last three quarters, 75.3%, 68.1% and 67.4%. The service has carried a vacancy during the period and delays in availability of the IT and restrictions in place for site visits during lock down periods have been contributory factors, officers continue to monitor response times. ENVDR252

Complaints & MP/MSP Enquiries

- 4.8 Between April and December 2020, Economic Growth and Development Services received 25 complaints; compared to 24 in the same period last year. During the same period, 26 complaints were closed, 11 (42%) dealt with as frontline; 14 as investigative and 1 was escalated but not upheld. Five complaints (19%) were upheld or part upheld, compared to 4 upheld or part upheld in quarters 1 to 3 last year. In addition, 68 MP/MSP enquiries were received in the same period.

5. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities/Socio Economic Impact

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

(h) Consultations

The Head of Economic Growth and Development Services, the Depute Chief Executive (Economy, Environment and Finance), the Development Management and Building Standards Manager, Environmental Health and Trading Standards Manager, Strategic Planning and Delivery Manager, the Legal Services Manager, the Equal Opportunities Officer, and Lissa Rowan, Committee Services Officer have been consulted with any comments received incorporated into this report.

6. CONCLUSION

- 6.1 At the end of December 2020, one Service Plan outcomes was completed ahead of schedule. Overall the plan is 27% complete. Performance has been challenging to maintain due to continued and increasing COVID related workload.**

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Background Papers: Held by Author
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