



**REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE
SERVICES COMMITTEE ON 15 NOVEMBER 2022**

**SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND
DEVELOPMENT SERVICES) – PERIOD TO SEPTEMBER 2022**

**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 to 30 September 2022.
- 1.2 This report is submitted to Council in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance of the services within the Committee's remit in accordance with the Council's performance management framework.

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (i) scrutinises performance in the areas of Service Planning, Service Performance and other related data to the end of September 2022; and**
- (ii) 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).

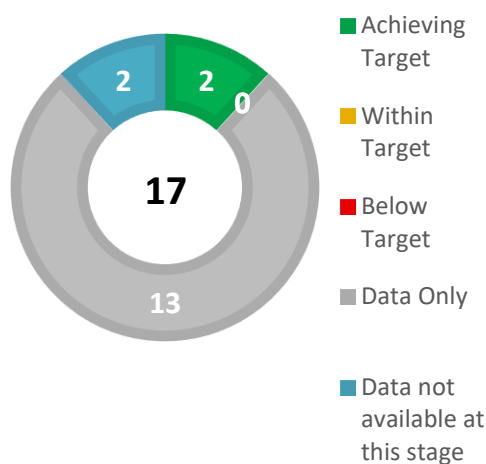
4. SERVICE PLANNING

- 4.1 Each service plan sets out the planned strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with financial planning, corporate and community planning partnership strategic priorities. This report provides an interim update on progress on the service plan, key outcomes and performance indicators. The Committee is invited to review progress to secure assurance that it is satisfactory and to provide scrutiny and further direction where performance requires attention.

4.2 The narrative included is by exception, links to Service Plan Actions and Performance Indicators can be accessed within the Backing Papers of this report.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	Partnership Apprenticeship Strategy and action plan developed for public and private sector partners	100%
SERVICE LEVEL	Recover service from the pandemic response to meet statutory requirements and duties associated with Environmental Health and Trading Standards	60%
	Manage increased work related demands across the existing service resources to ensure we continue to provide an acceptable service level when processing applications.	75%
	Recover service from pandemic to enable delivery of economic recovery plan and develop strategic response to new funding opportunities such as shared prosperity fund and take on responsibility for employability	30%
	Annual Economic Recovery Plan report including KPIs	35%
	Manage workloads across the service to progress major work with the Local Development Plan 2025. New legislative requirements. Community Wealth Building, Levelling Up Fund, Growth deal projects and Climate change.	51%
	Succession planning: identify needs and provide apprenticeship/training opportunities, career pathways, continuing professional development and job-specific learning.	0%
	OVERALL PLAN PROGRESS	50%

SERVICE PLAN PI'S



Strategic Outcomes - successes

4.3 The Apprenticeship Strategy for Moray, developed in partnership by officers from Moray Council, UHI Moray, DYW Moray and Skills Development Scotland was presented as planned to the Community Planning Board on 21 September 2022 (item 7a of the Agenda refers). The Strategy will contribute to increased participation, skill and pay levels with reduce gender inequality. (ACTION: EGD23-4.1b)

Strategic Outcomes – challenges and actions to support

4.4 Nothing to report.

Service Level Outcomes - successes

4.5 Building Standards 'Green Status' was achieved following the timely submission of statutory returns to the Scottish Government, update of the Customer Service Charter and reflection against annual performance to identify areas for improvement. (ACTION: EGD23-5.2)

4.6 Economic recovery continues through business, skills and infrastructure investments; year to date there have been 75 new business start-ups through Business Gateway creating 87 jobs in the key sectors of creative industries, food and drink, manufacturing, construction and tourism. In the same period last year there were 63 new business start-ups. Applications to the Town Centre Capital Fund, aimed at making transformational and visual differences to the heart of Moray's towns have now closed. In the two years to March

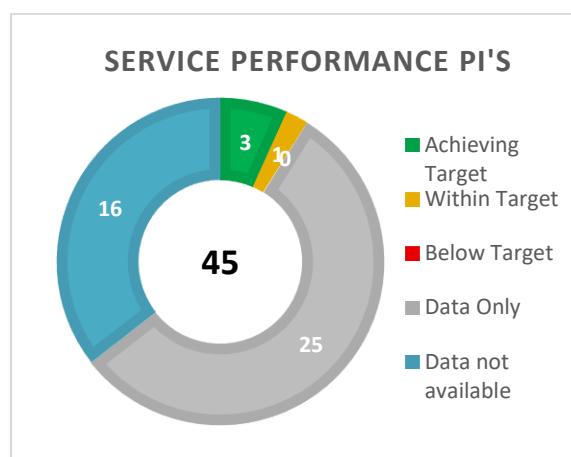
2021, funding proposals totalling £1.7m were approved. Moray has received an allocation of £4.3m from the UK Shared Prosperity Fund, aimed at building pride in place and increasing life chances over the 3 years to March 2025. To gain access to allocated funds, an Investment Plan has been submitted. Moray hosted the fifth Supplier Development Programme Meet the Buyer North event in September at UHI Moray, nearly 700 businesses registered for the event and it was a lively day for the 30+ Buyers who attended to include officers from Business Gateway, Moray Council Procurement and Moray Growth Deal teams. (**ACTIONS:** EGD23-5.3a, EGD23-5.4b, **INDICATOR:** ENVDV266)

Service Level Outcomes – challenges and actions to support

- 4.7 The revised Community Safety Strategy, required by the Scottish Government, was approved by the Community Planning Board on 21 September 2021 (item 6 of the Agenda refers), just out with the original due date of June 2022. (ACTION: EGD23-5.1b)

5. SERVICE PERFORMANCE

- 5.1 In line with the Performance Management Framework, operational performance is reviewed quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance significantly below comparators will be reported to this committee for member scrutiny.
- 5.2 The narrative included in this report is by exception, links to Service Performance Indicators can be accessed within the Background Papers at the end of this report. Service Performance Indicators are being reviewed with a view to enabling greater quarterly updates than are currently available.



Operational Indicators - successes

- 5.3 Nothing to report as indicator results are either not due or unavailable as a result of changes to national reporting arrangements.

Operational Indicators - challenges and actions to support

- 5.4 Development Management and Building Standards indicator results are now submitted to Scottish Government for validation checks, therefore subject to slight delays with quarter 2 indicator results published in November.

5.5 In accordance with the revised Food Safety Code of Practice, food inspection categories and frequencies have changed. Premises have been reassessed in terms of risk and work is ongoing to collect and report results against the new framework.

6. OTHER PERFORMANCE RELATED DATA

Complaints & MP/MSP Enquiries

- 6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Links to complaints tables can be accessed within the Backing Papers of this report.
- 6.2 A total of 11 complaints were closed in the half year to September 2022, of which 6 (55%) were frontline stage and 5 (45%) were investigative stage. As a comparison, in the same period last year, 26 complaints were closed.
- 6.3 Of those complaints closed one frontline complaint was upheld and 82% were completed within target timescales. .
- 6.4 A total of 55 MP/MSP enquiries were received during the first half of 2022/23, all have been responded to.

Other Performance (not included within Service Plan)

- 6.5 No announcement has been made for the Levelling Up Fund bid by the UK Government, potentially this will be announced near the end of November.

Case Studies

- 6.6 Nothing to report

Consultation and Engagement

- 6.7 Nothing to report

7. 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 required as this report is to inform the Committee on performance.

(h) Climate Change and Biodiversity Impacts

None

(i) Consultations

The Head of Economic Growth & Development Services, Depute Chief Executive (Economy, Environment & Finance) and Service Managers, have been consulted with any comments received incorporated into this report.

8. CONCLUSION

8.1 As at 30 September 2022 the plan overall is 43% complete, with five sub-actions having completed in the reporting period.

Author of Report: Christopher Dewhurst, Research & Information Officer

Background Papers: [Service Plan Actions](#)
[Service Plan Performance Indicators](#)
[Service Performance Indicators](#)
[Service Complaints](#)

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