



REPORT TO: ECONOMIC GROWTH, HOUSING AND ENVIRONMENTAL SUSTAINABILITY COMMITTEE ON 16 FEBRUARY 2021

SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND DEVELOPMENT SERVICES) – YEAR TO SEPTEMBER 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 relating to Economic Development for the period from 1 April 2020 to 31 December 2020.
- 1.2 This report is submitted to the Economic Growth, Housing and Environmental Sustainability Committee following a decision of Moray Council on 17 June 2020 to agree a simplified committee structure as a result of the COVID-19 pandemic. In the case of this committee the combining of the delegated responsibilities of Economic Development and Infrastructure, Community Services (Housing and Property) and Finance (budget, capital and revenue monitoring) (para 9 of the minute refers).

2. RECOMMENDATION

2.1 It is recommended that Committee:

- (i) scrutinises performance of the Service Plan related to Economic Development, Operational Performance Indicators 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 of 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, 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 this Committee on 1 December 2020, approval was given to the Economic Growth and Development Services Service Plan covering the period 2020-2022 (item 5b of the Supplementary Agenda refers).
- 4.2 As per the Performance Management Framework, this Service Plan consists of three distinct sections along with the added recovery sections:
- 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.
- 4.3 In light of the COVID-19 pandemic, a separate section has also been included this year covering the Recovery and Renewal actions to be undertaken by the Service.
- 4.4 A total of 8 actions are included in the Service Plan across these three sections; overall the Plan is 46% complete. No actions were due for completion by the end of December 2020, but one has been completed ahead of time. As a result of the pandemic, a shift in focus has been necessary with significant activity around the delivery of the Economic Recovery Plan. The majority of indicators aligned to Service Plan priorities are gathered annually so will be incorporated in the quarter 4 performance report.

Level of Action	Number of Actions	Expected completion by end of Dec 2020	Actual completion by end of Dec 2020
Strategic Outcome	3	0	0
Service Level Outcomes	0	0	0

Recovery and Renewal Outcomes	5	0	1
-------------------------------------	---	---	---

Strategic Outcomes - successes

- 4.5 Pursuit of the Cultural Quarter and other Moray Growth Deal projects is progressing as planned, all outline business cases were submitted to the Scottish Government in December with feedback expected from February. The Cultural Quarter planning and design procurement is underway. EG&D20-22.54.1.1

Recovery and Renewal Outcomes - successes

- 4.6 A draft Elgin Town Centre Masterplan is due to be published in March 2021, with consultation running 12 weeks to the end of May. Other Town Centre Masterplans will be progressed from October 2021. Seven of eight applications for transforming empty space to living space were approved realising grant funding of £165k with £513k of match funding. EG&D20-22.S6.1.1a
- 4.7 From November 2020 no fee pre application advice and fast track planning and building standards services is offered as standard to facilitate high street development and promote economic recovery. EG&D20-22.S6.1.1b
- 4.8 Supporting business to increase training and to meet rising demand from COVID-19 and Brexit has been progressed in the promotion and administration of the Scottish Government grant support scheme for small business and those in retail, leisure and hospitality sectors; the fund attracted 2005 applications of which 1706 were approved generating £19.2m of payments. The Economic Growth Development Team and Business Gateway administered the Newly Self-Employed Hardship Fund that generated £242k of funding to 121 of 160 applicants; the Bed and Breakfast Hardship Fund generated £39k to 13 of 25 applicants. EG&D20-22.S6.1.2
- 4.9 Safe physical distancing in Town Centres was achieved through implementing road closures, suspension of parking bays and approval of outside seating space promoting economic recovery.
- 4.10 Employability and skills activities to meet rising demand from COVID-19 progressed with Moray Pathways increasing provision to meet increased demand from individuals and employers. School leavers participated in a six week summer outdoor activity programme to build core employability skills such as communication and resilience. A new employability and training hub was launched at Elgin Youth Café to support digital inclusion within a community setting that to afford the hardest to reach access to pathway providers. Over 90 employers applied for Kickstart places and Moray Employer Recruitment Scheme (MERI) opened for applications providing employers with the equivalent of 50% wage subsidy for 12 months. Four Developing the Young Workforce (DYW) Coordinators were recruited to support employer engagement in schools and deliver on the young person's guarantee commitment. EG&D20-22.S6.1.3

- 4.11 Procurement of consultancy services gives small and medium sized enterprises access to one to one advice, assistance and support on Brexit issues and developing bids for procurement. Support information will be embedded in current procurement practice and promoted via social media. The Consultancy contractor has already engaged with local businesses experiencing difficulties with import / export documentation. EG&D20-22.S6.2.1

Complaints & MP/MSP Enquiries

- 4.12 Performance in relation to complaint and enquiry numbers, stages and status is reported by service to the Planning and Regulatory Committee. In terms of assessing complaint performance, Development Services incorporates Building Standards, Development Management, Environmental Health and Planning and Development.

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, no Service Plan outcomes were due to be completed but 1 has been completed ahead of time so the overall plan is 46% complete. An increasingly challenging period, activity has centred on progressing the Economic Recovery Plan.

Author of Report: Catriona Campbell, Research & Information Officer

Background Papers: Held by Author

Ref: