



REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE SERVICES COMMITTEE ON 7 DECEMBER 2021

SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND DEVELOPMENT SERVICES) – PERIOD TO SEPTEMBER 2021

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 2021.
- 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 2021;**
- (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, however links to backing tables for all [Service Plan Actions](#) and [Performance Indicators](#) are provided.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	We will pursue the Cultural Quarter and other Moray Growth Deal projects led by the council	25%
	We will progress the Moray skills investment plan and complete review the current plan	85%
	Develop a collaborative approach to employability	50%
SERVICE LEVEL	Implement the secondary legislation and guidance issued by Scottish Government in relation to the Planning Scotland Act 2019	50%
	Produce a Building Standards Annual Performance Report to be submitted to SG & to be used to promote the service and drive improvements	50%
RECOVERY & RENEWAL	We will progress the preparation and delivery of Elgin Town Centre Masterplan and complete the carbon free place pilot projects.	100%
	We will facilitate high street development through no fee pre application advice and fast track planning and building standards services	100%
	We will support business	50%
	We will progress employability and skills activities such as kickstart, youth guarantee scheme, parental employability support.	100%
	Adapt and reprioritise services to meet new demands of COVID 19 and Brexit, prioritisation will be on Public Health impacts and protecting the economy	100%
OVERALL PLAN PROGRESS		65%
Comment		
Progress is measured over the 3-year plan period. Annual progress is measured by milestone achievements. At the end of the second quarter of year 2 the plan is on target for full implementation by March 2022		

SERVICE PLAN PIs

13

- Achieving Target
- Within Target
- Below Target
- Data Only
- Data not available

Strategic Outcomes - successes

4.2 Moray Growth Deal Projects are progressing as outlined in the growth deal programme with an expectation of full deal signing shortly. (**ACTION EG&D20-22.S4.1.1**).

Strategic Outcomes – challenges and actions to support

- 4.3 Nothing to report, at the end of the second quarter of 2021/22, strategic outcomes of the Economic Growth & Development Services Service Plan 2020-22 were on target.

Service Level Outcomes - successes

- 4.4 Implementing the secondary legislation and guidance issued by Scottish Government in relation to the Planning (Scotland) Act 2019 Regulations 2021 is proceeding on schedule. Planning have issued a revised programme of work which is being reviewed in terms of timescales and implications. Building Standards presented its performance report to the Planning and Regulatory Committee on 16 November and the service also hosted the first developers' forum. (**ACTION** EG&D20-22.S5.1).

Service Level Outcomes – challenges and actions to support

- 4.6 The Building Standards Annual Performance Report, having been submitted to the Scottish Government, will progress with promoting the service and driving improvements over remaining reporting periods, out with original due date. (**ACTION** EG&D20-22.S5.2).

Recovery and Renewal – successes

- 4.7 The finalised Masterplan was submitted to Planning and Regulatory Committee in November 2021, it will be subject to a further short consultation before an Action Programme to accompany it is prepared. (**ACTION** EG&D20-22.S6.1.1a).
- 4.8 Considerable financial support and advice continues to be provided to local businesses (**ACTION** EG&D20-22.S6.1.2):
- 4.8.1 In quarter 2 a further £244,650 of COVID-19 business support grants were paid to 222 businesses from the Strategic Framework Business Fund. The Town Centre Capital Fund awarded grants to 51 totalling £1,189,479 for transforming empty space to living space, altering large retail units into smaller ones & shop front improvements / small grants, which on completion will lead to an investment of £3,838,958. Awaiting Scottish Government confirmation on extension to initial project completion date of September 2021, which has been challenged by restrictions and sharp increases in construction costs.
- 4.8.2 Business Gateway is leading on the provision of post Brexit and Procurement support as part of the Moray Recovery plan helping to mitigate the impacts of Brexit and enable SMEs in Moray to continue to trade in Europe. In the period to September, Business Gateway supported 12 SME's over 23 days. Two SMEs with high exposure to EU markets and the local supply chain have been supported with procurement processes over 4 days.
- 4.8.3 Since April 2021, 63 new ventures have started up with interventions from Business Gateway (19 in quarter 2) with a further 208 Moray businesses given advice on start-up, diversification and innovation.

4.8.4 The Moray Business Start-up Grant, launched on 13 September 2021 has had good initial uptake with 6 grants of £1,500 approved and paid, more will be assessed in the weeks ahead.

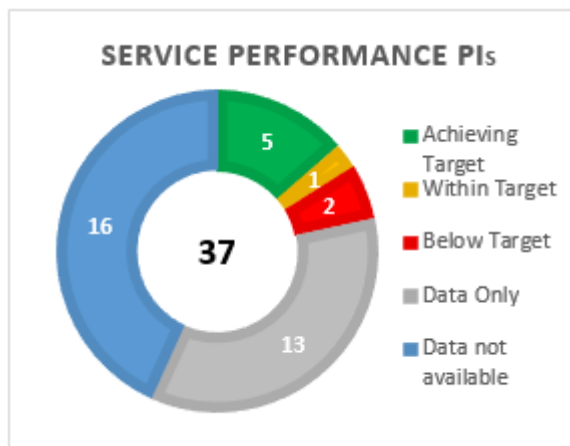
Recovery and Renewal – challenges and actions to support

4.9 Nothing to report, at the end of the second quarter of 2021/22, recovery and renewal outcomes of the Economic Growth & Development Services Service Plan 2020-22 were on target.

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 Report is by exception, however links to backing tables for all [Service Performance Indicators](#) are provided.



Operational Indicators - successes

5.3 The percentage of building warrant and amendment first reports issued within 20 working days shows sustained above target (95%) performance over a period of years. Similarly, Building Standards continue to significantly exceed target in responding to amended plans (5 days response against 15 day target). (**INDICATORS** ENVDV-BS-KP01(B), ENVDV046b)

5.4 Pest Control services continue to respond in a timely manner to the 105 low-priority pest control requests, with 98% responded to within target timescales. There were no high priority pest control requests in this reporting period. (**INDICATOR** ENVDV807).

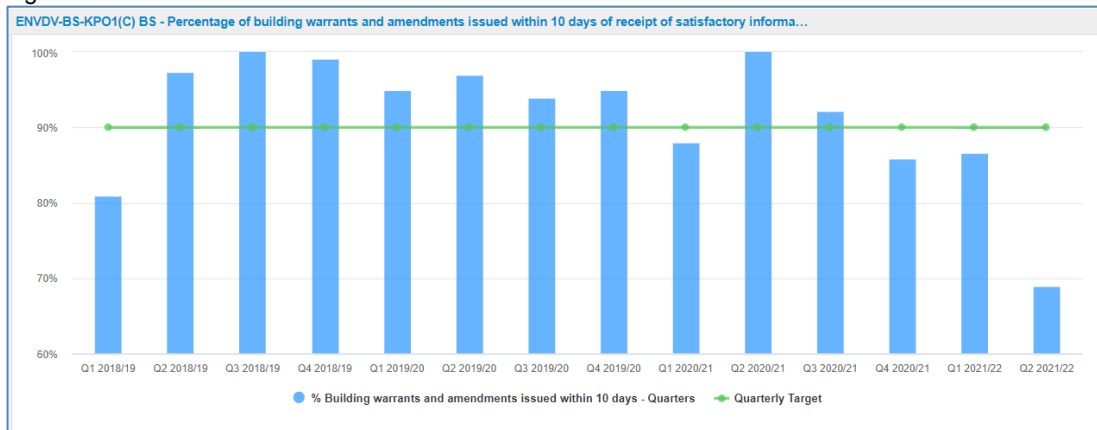
Operational Indicators - challenges and actions to support

5.5 Environmental Health Food Safety Inspections have been in abeyance since 23 March 2020 and have now recommenced at the end September 2021 with officers inspecting high priority premises.

5.7 Over the past 4 quarters the percentage of building warrants and amendments issued within 10 days of receipt of satisfactory information has

gradually reduced to 69% in this reporting quarter, well below target (90%) (Figure 1). (**INDICATOR** ENVDV-BS-KPO1(C)) this is due to a combination of workload and staff availability, systems have been put in place to address this.

Figure 1



- 5.8 Publication of the 2020 annual monitoring statement of the Local Development Plan was delayed but has now been submitted to the meeting of Planning and Regulatory Services Committee on 16 November 2021. (**INDICATOR** ENVDV264)

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 backing tables for [Service Complaints](#) is provided.
- 6.2 There were 11 complaints in this reporting quarter, 4 more than the same period last year. All were treated as investigative complaints. Responses took an average of 37.9 days, almost double the 20-day target due to one lengthy investigation, the remaining 10 were responded to within target timescales. None of the complaints were upheld.
- 6.3 During Quarter 1 there were 14 complaints raised against services. Eight (53%) were closed at frontline taking an average response time of 7.17 days, three (43%) were completed within the target 5 days. The 7 investigative responses took an average of 21.43 days to complete with 3 (43%) being completed within the 20-day target. Five complaints were upheld or partially upheld (33%). Complaints range across services and those upheld or part upheld related mainly to process/procedure, with no obvious service wide learning, corrective actions were put in place for each.
- 6.4 The increase in the number of MP/MSP enquiries, noted in the quarter 4 performance report, continued into this reporting year. In the first half of 2021/22 Economic Growth & Development Services have dealt with 54 such enquiries. The majority (44%) were raised concerning Environmental Health matters. These included enquiries about anti-social behaviour, sea-gull nuisance, and non-compliance with COVID-19 measures. Approximately one-

third of enquiries were referred to Planning & Development concerning proposed developments and issues with planning permission.

Other Performance (not included within Service Plan)

6.5 Nothing to report.

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) 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 2021, 5 Service Plan outcomes were due to complete, of which 4 have been achieved. The incomplete action to provide support to business as part of the Recovery and Renewal

priorities has been extended due to the continuing COVID-19 restrictions. The plan overall is 65% complete and on target to meet its planned completion date.

Author of Report: Carl Bennett, Research & Information Officer
Background Papers: Held by Author
Ref: