



REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE SERVICES COMMITTEE ON 21 JUNE 2022

SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND DEVELOPMENT SERVICES) – PERIOD TO MARCH 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 31 March 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 March 2022;**
- (ii) notes the actions being taken to improve performance where required.**

3. BACKGROUND

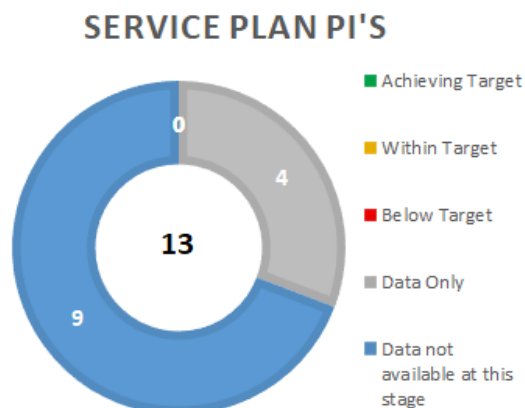
- 3.1 On 7 August 2019, the Moray Council, approved a revised Performance Management Framework for services (para 5 of the minute refers).

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 Background Papers section at the end of this report.

SERVICE PLAN PRIORITIES		RAG
STRATEGIC LEVEL	We will pursue the Cultural Quarter and other Moray Growth Deal projects led by the Council	80%
	We will progress the Moray skills investment plan and complete review of the current plan	85%
	Develop a collaborative approach to employability	100%
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SERVICE LEVEL	Implement the secondary legislation and guidance issued by the Scottish Government in relation to the Planning Scotland Act 2019	55%
	Produce a Building Standards Annual Performance Report to be submitted to SG and to be used to promote the service and drive improvements	100%
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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 support business	100%
	We will progress employability and skills activities such as kickstart, youth guarantee scheme, parental employability support.	100%
	A Sustainable Council that provides valuable services to our Communities	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		92%
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Comment Actions are progressing out with original due dates in three areas, overall the majority of planned work has been completed.		



Strategic Outcomes - successes

- 4.2 The Local Employability Partnership enables a collaborative approach to employability with good network support provided through the employability consortium. Future funding the Partnership has also been confirmed. (**ACTION** EG&D20-22.S4.1.2b).

Strategic Outcomes – challenges and actions to support

- 4.3 Council led Growth Deal projects are progressing, albeit out with original due dates; good progress has been made in working towards full business case. On hold due to the pandemic, the Moray Skills Investment Plan has been superseded by the review of the Moray Economic Strategy, which will provide direction for this work. (**ACTIONS** EG&D20-22.S4.1.2a-b)

Service Level Outcomes - successes

- 4.4 The 2021-22 Building Standards Annual Performance report was submitted to the Scottish Government as planned. (**ACTION**: EG&D20-22.S5.2)

Service Level Outcomes – challenges and actions to support

- 4.5 In managing the changes of implementing the secondary legislation and guidance issued by Scottish Government in relation to the Planning Scotland Act 2019, the review of the revised programme of work continues out with the original due date of March 2022. Phase 2 of the Planning Development Rights has now been released. (**ACTION**: EG&D20-22.S5.1)

Recovery and Renewal – successes

- 4.6 Support to businesses continued through funding awards and delivery of Economic Recovery Plan actions; (**ACTION** EG&D20-22.S6.1.2)
- 9 businesses received a total of £13k from the Business Ventilation Fund, helping small and medium sized businesses (SMEs) improve their ventilation, with claims up to £2,500 per eligible premise to recover costs of work to improve ventilation and air quality
 - 211 businesses received the Hospitality Business Support Top Up, 245 the Hospitality and Leisure Business Support Top Up and 41 Public House Table Services Restriction funding, by way of a one-off payment based on rateable value for those that have lost bookings during key trading periods. Payments totalled around £1.5m
 - 2 pop-up shops were launched in Buckie, a scheme supporting business to try out a High Street presence on a 4 weekly basis, having been successfully trading both are seeking a permanent basis to trade
 - 179 businesses registered for the Scotland Loves Local Moray Gift Card Scheme, launched in November 2021. Further dedicated support to the scheme has been committed for the 2022-23 period
 - 51 businesses received grants of £1.2m through the Town Centre Capital Fund to transform empty space into living space and also convert large retail units into smaller units. When this comes to fruition it is expected to lead to investments worth £3.8m, however, construction costs continue to rise preventing, or challenging, the completion of projects
 - 16 SMEs received one-to-one support from Business Gateway over 29 days on post-Brexit procurement, three of which have high exposure to EU markets. In the year ended March 2022, Business Gateway assisted 123 new ventures, an increase of around one third compared to the same period last year. Since its launch in September 2021 until its closure in March 2022, £75k of Business Start Up Grants have been awarded to 50 businesses.

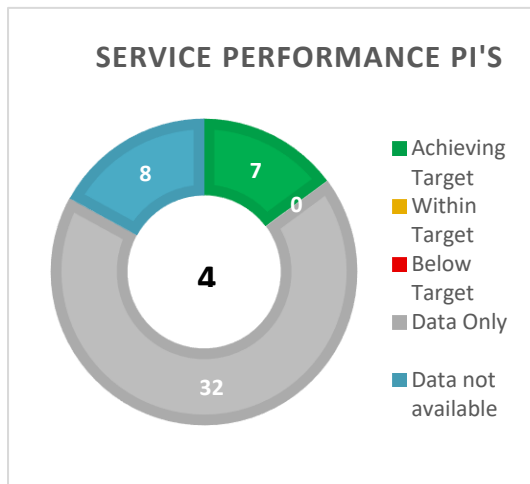
Recovery and Renewal – challenges and actions to support

- 4.7 Nothing to report.

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 Initial publication of 2020-21 Local Government Benchmarking Framework Indicators in February 2022 will be refreshed in early June. The full suite can be viewed using the [My Local Council](#) tool. Published indicators for this service have been incorporated within the relevant section of this report depending on whether results are used to evidence progress against strategic, service level or operational priorities. All results relating to Economic Growth have been provided, although some are not within the control of the service.
- 5.3 Report is by exception, links to Service Performance Indicators can be accessed within the Background Papers at the end of this report.



Operational Indicators - successes

- 5.4 Building Standards exceeded performance targets in the percentage of building warrant and amendments issued. (**INDICATORS** ENVDV-BS-KPO1(A-B))
- 5.5 Local Government Benchmarking Framework (LGBF) results were published for 2020-21 allowing comparisons to be made. The cost of planning and building standards per planning application and the average time per application results have slightly increased but both feature in the top 8 of 32 local authorities.

Operational Indicators - challenges and actions to support

- 5.6 Environmental Health Food Safety Inspections have been in abeyance since March 2020 due to the pandemic, inspection of high priority premises began in September 2021. (**INDICATORS** ENVDV-069a, 070a, 259a, 410a, 070c)
- 5.7 In the quarter to March 2022, the average time for building warrants to be issued increased to 88 days compared to 62 day in the same quarter 4 last year due to the continued impact of Covid and extended period to investigate issues. (**INDICATOR** ENVDV-BS-KPO1(A))

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. Detailed tables can be accessed within the Background Papers section of this report.
- 6.2 There were 12 complaints closed in the half year ended March 2022, less than half the number closed in the half year ended September 2021. Six complaints were closed at frontline with six at investigative stages. The average time to respond was well within the target 3 and 20 working days respectively. Five complaints were upheld with no obvious service wide learning, corrective actions were put in place for each.
- 6.3 In the second half of 2021/22, the service dealt with 49 enquiries, the majority (45%) concerning Environmental Health and Planning and Development matters.

Other Performance (not included within Service Plan)

- 6.4 Nothing to report.

Case Studies

- 6.5 Nothing to report.

Consultation and Engagement

- 6.6 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 31 March 2022, five Service Plan outcomes were due to complete, of which three have been achieved. Incomplete actions are progressing out with original timescales. The plan overall is 92% complete.

Author of Report:

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Background Papers:

[Service Plan Actions](#)

[Service Plan Performance Indicators](#)

[Service Performance Indicators](#)

[Complaints Monitoring Reports](#)