



**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON
10 NOVEMBER 2020**

**SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND
DEVELOPMENT SERVICES) – HALF YEAR TO MARCH 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 October 2019 to 31 March 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 and Complaints to the end of March 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 half-yearly 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 10 December 2019, approval was given for the Economic Growth and Development Services Service Plan covering the period 2019-2021 (para 9 of the minute refers). As per the Performance Management Framework, this Service Plan consists of two distinct 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.
- 4.2 A total of 9 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 79% complete. Four actions were due for completion by the end of 2019/20, 3 have been completed and one has recorded progress of 10%. Three actions not yet due for completion at the end of 2019/20 were completed by year end.

Level of Action	Number of Actions	Expected completion by end of 2019/20	Actual completion by end 2019/20
Strategic Outcome	0	0	0
Service Level Outcomes	9	4	6

Service Level Outcomes - successes

- 4.3 In maintaining an efficient process and approach to Planning and Building Standards, the Planning Performance Framework was submitted to the Scottish Government in July 2019 and reported to this committee on 25 February 2020 (para 14 of the minute refers). Performance continues to be monitored, benchmarked and reported annually. The Building Standards Annual Performance Report was presented to this committee on 10 December 2019 (para 8 of the minute refers) where it was reported that they had been reappointed as Verifiers for the Moray area by the Scottish Government for a further 6-year period. Performance at the end of the year

shows continued improvements with the percentages of building warrant and amended first reports issued within the 20-day timescale rising to 99% and those issued within 10 days rising to over 95%. The average number of days taken to respond to amended plans fell from 5.5 days in 2018/19 to 4.4 days in 2019/20 - EG&D19-20.SL-01 & 05.

- 4.4 The Development Plan Scheme 2020 for the Moray Development Plan 2020 was agreed at this committee on 25 February 2020 (para 18 of the minute refers) and submitted to the Scottish Government contributing to a strong policy base for the quality and sustainability of development in Moray. EG&D19-20.SL-03.
- 4.5 Contributing to providing valuable services to communities; encouraging biodiversity and sustainable food growth, the Food Growing Strategy as required by the Community Empowerment Act. was completed, presented and approved at a Special Meeting of the Moray Council on 3 March 2020 (para 7 of the minute refers) and delegated to this Committee in reference to planning applications for Food Growing Areas. EG&D19-20.SL-07.
- 4.6 Supporting the corporate objective to protect communities and provide sustainable services a new Private Water Supply team with dedicated areas has been established. In addition outstanding actions from the Food Standards Scotland Audit have been completed. EG&D19-20.SL-08 and EG&D19-20.SL-09.

Service Level Outcomes – challenges and actions to support

- 4.7 Aiming to promote the service and drive improvements, a review of Building Standards customer engagement was not completed by March as anticipated. This will be carried forward as an action in 2020/21 and will be extended to include Development Management, who share the same customers. (10% complete). EG&D19-20.SL-04.

Operational Indicators – successes

- 4.8 In line with the Performance Management Framework, operational performance is reviewed quarterly by departmental management (DMT). Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance is below comparators, will be reported to this committee for member scrutiny.
- 4.9 The average time to deal with Development Management local planning applications in quarter 4 was well within the 10.4 week target at 8.7 weeks. However, the number of planning applications has fallen over the last couple of years (from 706 in 2017/18 to 559 in 2019/20).
- 4.10 In the year to March 2020, 97% of low-priority pest control service responses met the national target, an improvement from 88% last year. No high priority pest responses have been required in the last 3 years.
- 4.11 Land area measures remain positive with the most recent Housing Land Audit indicating there is 13.6 years of effective housing land supply against the 5-year target; the area of immediately available serviced employment land

remained at 39.3 hectares; and employment (marketable / effective land available rising to 129.68 hectares from 79.84 hectares last year.

Operational Indicators - challenges and actions to support

- 4.12 Food Safety indicators have not been presented since quarter 1. A new national code of practice is now in place and work is ongoing to amend and align the current risk assessment and monitoring reports process.

Complaints & MP/MSP Enquiries

- 4.13 Between October 2019 and March 2020, Economic Growth and Development Services received 20 complaints; a rise of 25% compared to the same period last year albeit based on low numbers. 11 complaints were closed with 4 (36%) dealt with as frontline and 7 as investigative. Three complaints (27%) were upheld or part upheld, compared to 7 upheld or part upheld in quarter 3 and 4 last year. In addition, 22 MP/MSP enquiries were dealt with 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 March 2020, of the 4 Service Plan outcomes due to be completed in 2019/20, 3 have been achieved and 3 additional actions have been completed ahead of time so the overall plan is 79% complete. Economic Growth and Development Services indicator performance has remained positive with no exceptions to report.**

Author of Report:	Catriona Campbell, Research & Information Officer
Background Papers:	Held by Author
Ref:	