



Planning and Regulatory Services Committee

Tuesday, 10 December 2019

SUPPLEMENTARY AGENDA

The undernoted reports have been added to the Agenda for the meeting of the **Planning and Regulatory Services Committee** to be held at **Council Chambers, Council Office, High Street, Elgin, IV30 1BX** on **Tuesday, 10 December 2019** at **09:30**.

BUSINESS

9a Economic Growth and Development - Service Plan 2019- 3 - 14
2021 Including Service Improvements

Report by the Depute Chief Executive (Economy, Environment and Finance)



REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON 10 DECEMBER 2019

SUBJECT: ECONOMIC GROWTH AND DEVELOPMENT – SERVICE PLAN 2019-2021 INCLUDING SERVICE IMPROVEMENTS

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

- 1.1 The Committee is asked to consider the Economic Growth and Development Services Service Plan Actions for Improvement for 2019-2021.
- 1.2 This report is submitted to Committee in terms of Section III (E) (19) of the Council's Scheme of Administration, relating to developing and monitoring the Council's Performance Management Framework for Planning and Regulatory Services.

2. RECOMMENDATION

- 2.1 **It is recommended that Committee consider and approve the Economic Growth and Development Services Service Plan – Actions for Improvement 2019-2021.**

3. BACKGROUND

- 3.1 The Service Plan Template has been compiled in accordance with Moray Council's Performance Management Framework and associated guidance and templates 2019 (**Appendix 1**).
- 3.2 Economic Growth and Development Services includes the regulatory functions associated with Planning, Building Standards, Environmental Health and Trading Standards and also covers Economic Development which is closely related to the activities of planning.
- 3.3 The service planning process identifies the influences that will inform the strategic direction that Economic Growth and Development Services will undertake in the coming year. The Service Plans have three key purposes-

- They allow managers to illustrate how their service will contribute to the delivery of national outcomes, the Local Outcomes Agreement (LOIP) and the Corporate Plan.
- An effective Service Plan forms a vital part of the 'golden thread', so all directorate's services/teams and employees are fully aware as to how they contribute and are responsible for achieving the council's strategic priorities.
- They are made public and therefore contribute to statutory requirements for PPR. (Public Performance Reporting)

3.4 The Service Plan is a three-year plan with the budget set for one year. It is split into two distinct sections – a strategic section (locked down to comments in national outcomes, LOIP and Corporate Plan) and a service section (flexible to reflect service priorities not covered in the aforementioned plans). Service Planning provides a means to identify the service role in the “bigger picture” whilst providing a means for staff teams and individuals to see how their team actions contribute to the council's objectives.

3.5 Delivering outcomes will be monitored by Depute Chief Executive (Economy, Environment and Finance), Head of Service and senior managers. It is acknowledged that available resources may make delivering the priorities in the plan challenging. Assigning each priority a rating is good practice and allows for scrutiny by elected members and makes challenges clearer to the public.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

The Service Plan was informed by the Moray Ten Year Plan and Corporate Plan priorities. This report provides support and infrastructure to enable the priorities to be delivered.

(b) Policy and Legal

Statutory requirements and council policies are considered by managers when preparing service plans for the year ahead. There are no policy or legal implications arising directly from this report.

(c) Financial implications

No additional financial resources are required to support the Service Plan.

(d) Risk Implications

Up to date risk registers are maintained and considered by managers as part of the service planning process.

(e) Staffing Implications

Service Plans are vital to good management practice including identifying priorities and matching staff time to Council's priorities.

(f) Property

There are no Property implications arising from this report.

(g) Equalities/Socio Economic Impact

Managers consider equalities issues for staff and service users when assessing current service delivery arrangements and future arrangements.

(h) Consultations

Depute Chief Executive (Economy, Environment and Finance), the Legal Services Manager, Caroline Howie (Committee Service Officer), the Equal Opportunities Officer and the Economic Growth and Development Management Team have been consulted and comments have been taken into account when writing this report.

5. CONCLUSIONS

5.1 By utilising the Corporate Template a plan has been prepared for the services provided by Economic Growth and Development Services. Improvements have been targeted for the year ahead and key drivers identified. In preparing the plan managers have taken into account Council priorities, budget pressures, risk, self-evaluation, customer feedback, staff engagement, and other relevant documents.

5.2 Through the Service Plan Improvements, the service explores different ways of delivering services more efficiently and effectively, whilst facing tough challenges of declining budgets and demands for the services

Author of Report: Jim Grant, Head of Economic Growth and Development Services.

Background Papers:

Ref:

1. Service Definition: Economic Growth and Development Service delivers key regulatory services associated with Planning, Building Standards, Environmental Health and Trading Standards and leads on Economic Development activity: -

Environmental Health and Trading Standards deliver regulatory services for food safety, health and safety, animal health, private water supply, public health, private water supplies, housing, landlord registration, consumer advice, trading standards, alcohol and tobacco sales.

Development Management and Building Standards manage planning and building standards applications and enforcement activity, both services are self financing attracting significant income through the statutory fees associated with applications.

Economic Growth and Regeneration has responsibility for business gateway, external funding including management of European funds, town centre activities, Business improvement districts, skills and employability.

Strategic Planning and Delivery is responsible for the Local Development Plan, supporting delivery of Moray Economic Strategy, Moray Growth Deal and associated projects and programmes.

2. Service Resources 96 FTE
Annual Budget 2019/20:Revenue £3.5 million

3. What have we identified for improvement in {Financial Year}?

What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.

We will progress the Cultural quarter and other Council-Led projects in Moray Growth Deal

We will monitor and lead progress on the Moray skills investment plan.

We will develop a collaborative approach to employability

We will contribute to activities and policies associated with climate change

Moray Growth Deal with supporting workshops, stakeholder inputs, economic analysis.

Moray Skills Investment Plan and associated gap analysis and evidence of need

Moray Skills Investment Plan and associated analysis of strengths and weaknesses

Scottish Planning Policy, Scotland Climate Change Plan, Corporate Plan, Local Development Plan, annual reporting of carbon.

Review of Developer Obligations

We Will seek to bring budgets into balance reducing the demand on reserves						
4. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 high 3 low and 4 for ongoing, 5 for on hold?)
(L) Growing, diverse & sustainable economy. (CP) Our Future: Create a vibrant economy	We will pursue the Cultural Quarter project and other Moray Growth Deal projects led by the council	Increase the level of 16-29 year olds living and working in Moray Increase economic impact of tourism in Moray	Population statistics show an improvement compared to trend forecast. Economic impact of tourism in Moray (Tourism spend)	10 year programme	Depute Chief Executive Economy, Environment and Finance	1
(L) Growing, diverse & sustainable economy. (CP) Our Future: Create a vibrant economy	We will progress the Moray skills investment plan.	Better employment skills and earnings – increase in higher skilled jobs and wage levels	Reduce the number of people earning less than the Living wage Increase average pay levels	Ongoing, annual monitoring	Economic Growth and Regeneration manager	2

5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating
Maintaining an efficient process and approach to Planning and Building Standards to support our Corporate objectives of economic growth and protecting our communities.	We will: Maintain and improve performance management frameworks to assist in driving performance across the service.	Continue improved performance customer response in building Standards and maintain levels of performance in Planning	Quantitative and qualitative benchmarking and monitoring reported annually through the relevant Performance Management Frameworks for Building Standards and Planning	Ongoing	Development Management and Building Standards Manager	4
Contribute to the Climate change Strategy and Action Plan creating policy that will enhance biodiversity and reduce carbon	We will support the development of the Climate change Strategy and Action Plan by progressing a Climate Change spatial framework, showing opportunities for food production, renewable energy development and woodland planting to inform future	Carbon reduction, renewable energy generation and safeguarding prime agricultural land.	Renewable energy schemes approved Food growing areas established.	Ongoing	Head of Economic Growth and Development.	1

SERVICE PLAN TEMPLATE

APPENDIX 1

	decision making.					
We will contribute to Biodiversity and Public health through policies in the 2020 Local Development Plan	We will progress the 2020 Local Development Plan through to adoption, providing a stronger policy base for the quality and sustainability of development in Moray	Economic growth encouraging biodiversity and providing for a good quality of life addressing public health needs.	Number of Planning approvals compliant with Policies relating to quality, biodiversity and open space relative to acceptable departures	June 2020 Measured annually	Strategic Planning and Development Manager	1
Review and produce a Customer Engagement Strategy for Building Standards	We will review the way we engage with our customers to make it more effective and to drive service improvement.	To improve the customer satisfaction rate following the national survey undertaken annually.	Building Standards Division Performance KPO4 reported to Scottish Government is improved	2019/2020	Principal Building Standards Officer	1
Produce a Building Standards Annual Performance Report to be submitted to SG & to be used to promote the service and drive improvements	We will improve performance and reporting and enhance its submission by producing a comprehensive annual performance	To deliver a higher quality of service and secure re-appointment as a verification team in 2019.	Building Standards Division & KPO's submitted quarterly to Scottish Government	2019 & updated quarterly	Principal Building Standards Officer	1

SERVICE PLAN TEMPLATE

APPENDIX 1

	reporting document to obtain ongoing approval as verifiers.					
A sustainable Council that provides valuable services to our Communities	We will complete implementation of the Buckie Developer Obligations funding secured from Tesco.	Completion of community woodland. Completion of town gateway project.	Maximum spend of funding before deadline of end June 2020.	End June 2020.	Strategic Planning and Development Manager.	1
Encourage biodiversity and sustainable food growth.	We will complete and adopt Food Growing Strategy as required by the Community Empowerment Act.	Improved participation and local food growth	Statutory requirement met. Increased number of food growing areas in Moray.	1 st April 2020.	Strategic Planning and Development Manager.	1
Maintaining an efficient process and approach to Environmental Health and Trading Standards to support our Corporate objectives of economic growth and protecting our communities-	Set up new Private Water Supply team, with dedicated areas	Increased sampling and RA completed to meet new legislative targets.	% meeting programmed work	Ongoing	Principal Environmental Health Officer	4
A sustainable Council that provides valuable services to our Communities	Complete outstanding actions from FSS Audit	Audit signed off demonstrating improvements achieved.	FSS agree actions completed	Aug 2019	Environmental Health and Trading	4

SERVICE PLAN TEMPLATE

APPENDIX 1

					Standards Manager	
Growing and diversifying a sustainable economy	We will support the development of Business Improvement districts	Self-sustaining business improvement districts operating in Moray to support local business growth and development.	Completion of ballot procedures and if successful set up of Operational agreements for Elgin BID and Tourism BID	If successful 5 year programme	Economic Growth and Regeneration Manager	1
Growing and diversifying a sustainable economy	We will progress the preparation and delivery of Elgin Town Centre Masterplan and complete the carbon free place pilot projects.	A more vibrant and sustainable Town Centre	Reduce the Area of vacant/ derelict land in Elgin Town Centre reported annually. Increase pedestrian footfall in the town centre reported at every second year.	Plan out for consultation mid 2020. 5-10 year delivery programme.	Strategic Planning and Development Manager.	2
Growing and diversifying a sustainable economy	We will support town centre activities through the delivery of the Town Centre Capital Fund	Improved Town Centres and investment within the time constraint of the grant.	Number of successfully completed projects. Percentage of fund successfully invested.	September 2020	Economic Growth and Regeneration Manager	1
A sustainable Council that provides valuable services to our	We will review the Cap on Developer Obligations	A financially sustainable infrastructure first	Greater proportion of Developer Obligations secured	July 2020 Measured annually	Strategic Planning and Development	1

SERVICE PLAN TEMPLATE**APPENDIX 1**

Communities	considering site viability and potential impacts on the economy	approach	against the need identified.		Manager	
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