



**REPORT TO: PLANNING AND REGULATORY SERVICES COMMITTEE ON
25 FEBRUARY 2020**

**SUBJECT: PERFORMANCE REPORT (ECONOMIC GROWTH AND
DEVELOPMENT) – HALF YEAR TO SEPTEMBER 2019**

**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 April 2019 to 30 September 2019.
- 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 Performance Indicators, Service Plan priorities and Complaints to the end of September 2019;**
- (ii) welcomes good performance; and**
- (iii) notes the actions being taken to improve performance where required.**

3. BACKGROUND

- 3.1 At a meeting of the Moray Council on 07 August 2019, a revised Performance Management Framework was approved (para 5 of the minute refers). A key part of this framework covers the Managing, Delivering and Reporting of Performance. This was intended to increase focus on priority areas and reduce the detailed narrative around lower priority indicators in order to ensure that debate, scrutiny and challenge was directed at the areas of strategic importance to the council rather than routine operational

performance. Whilst the latter is clearly deserving of scrutiny if trends develop, consideration at committee should focus on the ability to deliver priorities in the LOIP, Corporate Plan and Service Plan. This half yearly performance report allows for agreed Performance Indicators, Service Plan priorities and Complaints data for Economic Growth and Development, to be monitored by committee as outlined in this section of the framework.

4. **SUMMARY OF PERFORMANCE**

Performance Indicators

- 4.1 A list of all performance indicators reported to this committee is provided in **APPENDIX 1**. This list includes targets and data for both the last three years and last five quarters. The table below summarises this performance at the end of quarter 2.

Service	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Annual/ Data Unknown	Data Only/ LGBF
Building Standards	6	3	0	0	0	3
Development Management	9	1	0	0	0	8
Economic Development	6	0	0	0	2	4
Environmental Health	9	1	0	0	7	1
Planning and Development	6	0	0	0	6	0
Trading Standards	9	0	0	0	8	1
Transportation Planning	1	1	0	0	0	0
Total no of indicators	46	6	0	0	23	17
Indicators with data available against target at end of Quarter 2	6	100%	0%	0%		

- 4.2 Of the 6 local indicators due to report data against target at the end of September 2019, all are performing well.

Service Plan

Number of Actions	Completed - Expected by end quarter 2	Completed - Actual by end quarter 2	Cancelled	Overdue at end quarter 2
15	1	1	0	0

- 4.3 At a meeting of this Committee on 10 December 2019, approval was given for the Economic Growth and Development Service Plan covering the period 2019-2021 (para 9 of the draft minute refers).

- 4.4 Of the 15 actions included in the plan, only one was due to be completed by the end of quarter 2 2019/20; the finalising of outstanding tasks from the latest Food Standards Scotland (FSS) Audit. These tasks were completed and the audit signed off successfully as of August 2019.

Complaints

- 4.5 During the half year to the end of September 2019, Economic Growth and Development received 15 complaints. During the same period, 12 complaints were closed. Of these closed complaints, 4 were closed as frontline while 8 were closed as investigative. All 4 frontline complaints and 6 of the investigative complaints were not upheld. 1 investigative complaint was partially upheld while 1 was upheld. 60% of all complaints closed were dealt with within target timescales.

5. PERFORMANCE ANALYSIS

Local Government Benchmarking Framework

- 5.1 The Improvement Service has recently published the Local Government Benchmarking Framework Performance Indicators for 2018/19. **APPENDIX 2** provides details of those relating to Economic Growth and Development. Items included that relate to Economic Development fall within the remit of the Economic Development and Infrastructure committee however they have been included for information.

Performance Indicators - Areas of Good Performance

Building Standards

- 5.2 All three performance indicators for Building Standards, with data against target, continued to perform well during the first half of 2019/20. Of note is the average number of days taken to respond to amended plans (ENVDV046b), which currently has a target of 15 days. In quarter 1, the average was recorded as 5 days, in quarter 2 this fell to just 4.
- 5.3 The data only performance indicator, % of CCNPs (Construction Compliance and Notification Plans fully achieved for completion certificates (ENVDV-BS-KP02) has also recorded a significant improvement during the first half of 2019/20 increasing from 29% in quarter 1 to 53% in quarter 2.

Development Management

- 5.4 As stated in previous reports, data for Development Management is reported 1 quarter behind in line with Scottish Government Reporting. Looking at quarter 1, the number of local planning applications determined in less than 2 months (ENVDV262) has increased by 40% compared to Q4 2018/19.

Economic Development

- 5.5 In the first half of 2019/20, Business Gateway have dealt with 430 enquiries and held 9 start-up workshops in Moray. A total of 98 business start-ups have been helped; 28 (40%) more than compared to the same period in 2018/19. As a result, a total of 142 FTE jobs have either been retained or created in the area.

Environmental Health

- 5.6 For the third consecutive quarter, the percentage of responses for low-priority pest control services which met the national target (ENVDV087) has been reported above the 90% target; 96% in quarter 1 rising to 97% in quarter 2.

Transportation

- 5.7 Despite the department covering a vacant post during quarter 2, the % of planning applications returned to the planning department within target times has remained above the 80% target at 86.7%.

6. Proposed Changes to Performance Indicators in 2019/20

- 6.1 As per paragraph 4.1 above, **Appendix 1** provides a list of all performance indicators currently reported to this Committee for Economic Growth and Development Services. As part of the revised Performance Framework and the increased focus on delivering priority areas, it is proposed that outcome measures included in the current Service Plan are reported as a section within this Performance Report. **Appendix 1** details these outcome measures.

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 needed because the report is to inform the Committee on performance.

(h) Consultations

The Depute Chief Executive (Economy, Environment and Finance), the Head of Economic Growth and Development, the Development Management and Building Standards Manager, the Legal Services Manager, the Environmental Health and Trading Standards Manager, the Strategic Planning and Development Manager, the Economic Growth and Regeneration Manager, the Equal Opportunities Officer and Lissa Rowan (Committee Services Officer) have been consulted with any comments received incorporated into this report.

7. CONCLUSION

- 7.1 At the end of September 2019, all Economic Growth and Development Services performance indicators, with data to report against target, have shown good performance. The Service Plan for 2019/21 has been approved with work ongoing to deliver the agreed actions.

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Background Papers: Held by Suzanne Wilson, Research & Information Officer
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