



**REPORT TO THE BANFF & BUCHAN AREA COMMITTEE, SEPTEMBER 19<sup>th</sup> 2017**  
**INFRASTRUCTURE SERVICES QUARTER 4 AND YEAR END PERFORMANCE REPORT 2016-2017 (ABERDEENSHIRE PERFORMS)**

**1 Recommendations**

**The Committee is recommended to:**

- 1.1 Acknowledge the good performance achieved January – March 2017 (Quarter 4) and year end;**
- 1.2 Consider those measures where performance is below expectations January - March 2017;**
- 1.3 Advise the Director to continue to report, by exception, to Committee quarterly on performance measures against service objectives and six monthly on progress in delivering all aspects of the service plan.**

**2 Background / Discussion**

- 2.1** The purpose of this report is to provide the Area Committee with a summary of performance for Quarter 4 (January – March 2017) and year end.
- 2.2** This report covers measures that are set out in the Infrastructure Service's service plan 2016 – 2019 which was approved by the Infrastructure Services Committee at its meeting on 12 May 2016 (Item 6). At that time the Committee agreed to receive reports setting out performance against key measures every quarter and reports setting out progress against actions/projects in the service plan every six months. Performance covering Quarter 3 (October - December 2016) was previously reported to the Area Committee on the 28<sup>th</sup> March 2017 (Item 18).
- 2.3** This report only contains details of performance for 13 measures which have an area focus. 11 of these are quarterly measures, 2 are annual. The supporting bulletin, as made available to Banff & Buchan Councillors via their Ward Pages, contains a summary of all 61 Infrastructure Services performance measures – 21 of these are quarterly, 40 are annual.
- 2.4** **Appendix A** to this report provides details of the 13 area measures. For comparison purposes details of the overall performance across Aberdeenshire is also shown for each measure.

- 2.5 The following table summarises the performance of the 13 measures which have an area focus for the period January to March 2017 (Quarter 4). The performance is compared against the Aberdeenshire average.

Summary of Performance of Area Specific Quarterly Measures

	B&B Area		Aberdeenshire	
	Number	%age	Number	%age
Improving Long Term	7	53.8%	5	38.5%
No Change Long Term	2	15.4%	2	15.4%
Deteriorating Long Term	4	30.8%	6	46.1%
Improving Short Term	5	38.5%	7	53.8%
No Change short Term	3	23.0%	2	15.4%
Deteriorating Short Term	5	38.5%	4	30.8%
Performance on or above target (Green)	8	72.7%	9	81.8%
Performance below target (2 Red 1 Amber)	3	27.3%	2	18.2%
No target	2	-	2	-

The table shows that 72.7% of the area specific measures were on or above target compared to 81.8% for the Aberdeenshire average.

- 2.6 There are 3 area measures showing exceptional performance. Exceptional performance is defined as performance exceeding target by 5% or more. These measures are:-

Measure	Target	Value	Value vs Target
3.1 BB - Street lighting Faults - Percentage completed within 7 days	90%	98.7%	109.7%
4.2 BB - Percentage of non-householder planning applications dealt with within two months	55%	66.1%	120.2%
4.8 BB - Percentage of applications assessed for compliance with technical standards within 20 working days.	90%	96.43%	107.14%

- 2.7 There are 3 area measures showing performance below expectations this quarter. Two show red, one amber. These measures are:-

Measure	Target	Performance
1.14 BB - Percentage of High Risk Premises visited within the timescale (Trading Standards)	95%	92.9%
4.1 BB - Percentage of household planning applications dealt with within two months	85%	80%

4.10 BB Average time taken to grant a Building Warrant (National Average 63 days)	66 days	101 days
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- 2.8 The Head of Finance and the Monitoring Officers within Business Services have been consulted in the preparation of this report and their comments are incorporated within the report and they are satisfied that the report complies with the Scheme of Governance and relevant legislation.

### **3 Scheme of Governance**

- 3.1 The Committee is able to consider and take a decision on this item in terms of B.1.2 of Part 2A of the Scheme of Governance which empowers the Committee to consider, comment on, and make recommendations on any matter or policy which impacts their Area.

### **4 Implications and Risk**

- 4.1 An equality impact assessment is not required because the report is to inform Committee on performance and there will be no differential impact, as a result of the report, on people with protected characteristics.
- 4.2 There are no specific staffing and financial implications arising from this report.
- 4.3 This report is to inform the Committee on performance and there will be no impact on levels of risk at either the Corporate or Strategic level.












**Stephen Archer, Director of Infrastructure Service**

Report prepared by Alan Morris, Service Development Coordinator  
28<sup>th</sup> August 2017

# Banff & Buchan Area Quarter 4 2016/17 - Infrastructure Services



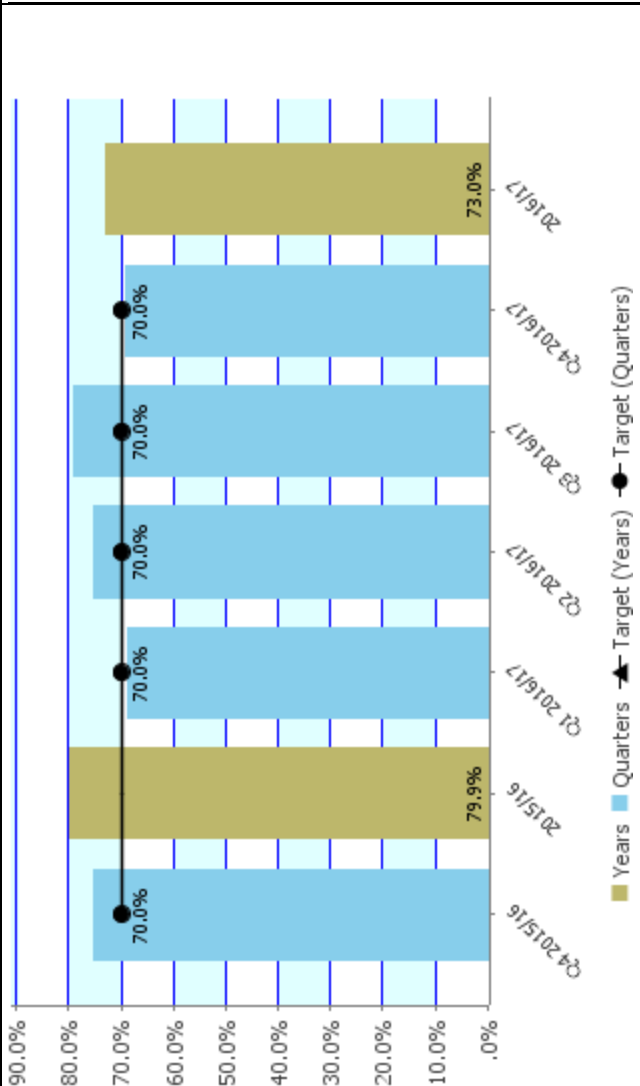
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

**Economic Development and Protective Services:- Trading Standards**

Indicator	1.3 BB - The number of Trading Standards customer complaints and the percentage dealt with within 14 days					Red T'hold	Amber T'hold
	Target	Status	Value	# trading standards complaints	Long Trend	Short Trend	
Q4 2015/16	70.0%	✔	75.0%	44	→	→	66.5%  68.3%
Q1 2016/17	70.0%	✔	68.8%	48	→	→	
Q2 2016/17	70.0%	✔	75.0%	36	→	←	
Q3 2016/17	70.0%	✔	78.9%	38	←	←	
Q4 2016/17	70.0%	✔	69.2%	26	→	→	

This performance is close to the target of 70%. It is important to remember however that persistence is sometimes preferable to speed in trying to resolve consumer complaints. These figures are also slightly adversely affected by 1 particular rogue trader against whom there are multiple complaints.



Indicator	1.3 Ashire - The number of Trading Standards customer complaints received and the percentage dealt with within 14 days (SPI)		Red T'hold	Amber T'hold		
	Target	Status			Value	# trading standards complaints
Q4 2015/16	70.0%	✓	75.7%	268	→	→
Q1 2016/17	70.0%	✓	70.7%	222	→	→
Q2 2016/17	70.0%	✓	70.8%	250	→	←
Q3 2016/17	70.0%	✓	77.0%	196	←	←
Q4 2016/17	70.0%	✗	65.6%	218	→	→

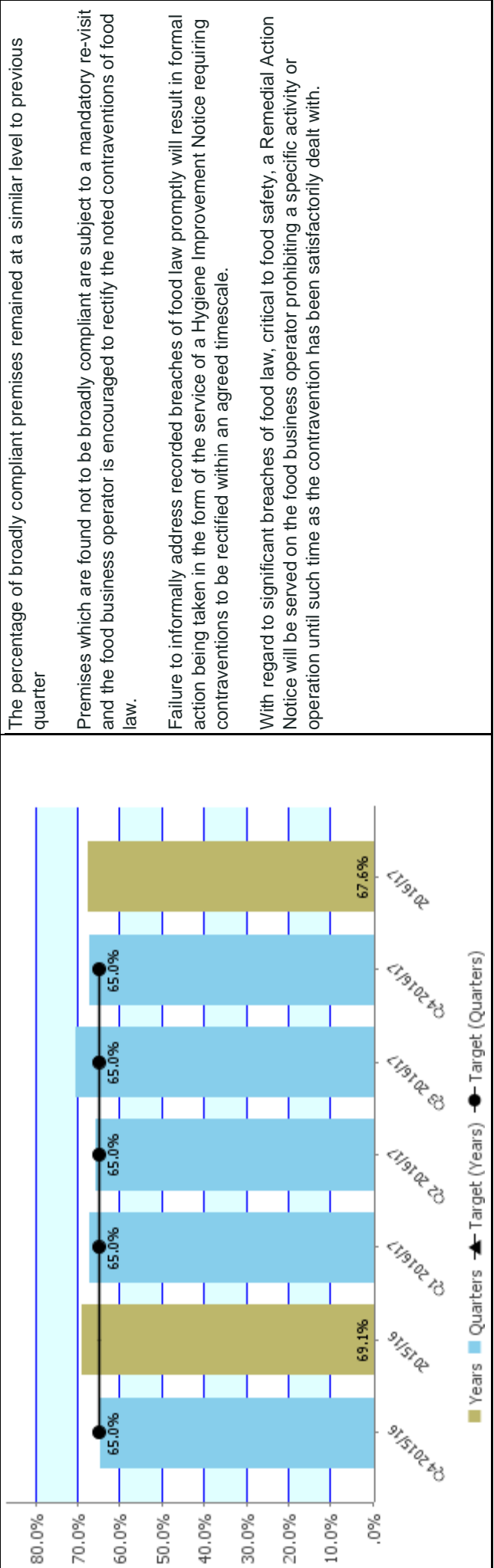
This performance is slightly under the target of 70%. These figures are adversely affected by 1 particular rogue trader against whom there are multiple complaints. Consumers have received appropriate advice within 14 days however the complaints have not been concluded within this times. It is also important to remember however that persistence is sometimes preferable to speed in trying to resolve consumer complaints.

Over the year the percentage of complaints dealt with within 14 days was 70.9%, just above target but below last year's figure of 76.8%.

Quarter	Actual Value (%)	Target (%)
Q4 2015/16	76.8%	70.0%
Q1 2016/17	70.7%	70.0%
Q2 2016/17	70.8%	70.0%
Q3 2016/17	77.0%	70.0%
Q4 2016/17	65.6%	70.0%

**Economic Development and Protective Services:- Environmental Health**

Indicator	1.4 BB - Env Health Percentage of the number of premises that are 'broadly compliant' in terms of food safety as set against the number of premises subject to intervention in the 6 or 12 months category					Red T'hold	Amber T'hold
	Target	Status	Value	# premises for intervention	Long Trend	Short Trend	
Q4 2015/16	65.0%	✓	64.6%	65	→	→	64.0%
Q1 2016/17	65.0%	✓	67.2%	64	→	←	
Q2 2016/17	65.0%	✓	65.7%	67	→	→	
Q3 2016/17	65.0%	✓	70.5%	61	←	←	
Q4 2016/17	65.0%	✓	67.2%	58	→	→	



Indicator	1.4 Ashire - Env Health Percentage of the number of premises that are 'broadly compliant' in terms of food safety as set against the number of premises subject to intervention in the 6 or 12 months category					Red T'hold	Amber T'hold
	Target	Status	Value	# premises for intervention	Long Trend	Short Trend	
Q4 2015/16	65.0%	✓	67.7%	254	←	→	60.0%
Q1 2016/17	65.0%	✓	67.3%	260	→	→	
Q2 2016/17	65.0%	⚠	63.3%	270	→	→	
Q3 2016/17	65.0%	✓	66.2%	266	→	←	
Q4 2016/17	65.0%	✓	64.6%	260	→	→	

Performance in Quarter 4 has fallen slightly below the target of 65%. 168 premises were found to be broadly compliant out of 260 that were subject to intervention.

Over the year 690 premises were found to be broadly compliant out of 1056 subject to intervention (65.3%). This represents a fall from the previous year's performance of 68.9%. The current total of 92 "not broadly compliant" premises includes 2 businesses which have subsequently closed and removing them from the calculation would give an achievement target of 65.1% and above the agreed standard.

The remaining 90 premises have been subject to a total of 95 verification re-visits throughout the year with some requiring between 2 and 5 in order to achieve compliance.

Formal enforcement action in respect of "not broadly compliant" premises during the year has resulted in the service of 17 Hygiene Improvement Notices for contraventions of a structural, equipment, practices and documentary nature, the issue of 3 Voluntary Closure Agreements requiring a business to close immediately and not re-open until permission is granted by the Environmental Health Service, and, on discovery of significant risk critical to food safety, the service of 8 Remedial Action Notices prohibiting specific activities within a business.

Considerable time and effort by food enforcement officers is spent with food business operators and their staff to educate, advise and encourage them to improve hygiene standards, however, it is proposed to reduce the number of follow-up visits to individual businesses by the service of formal Notices on all occasions where full compliance is not achieved after the first verification re-visit

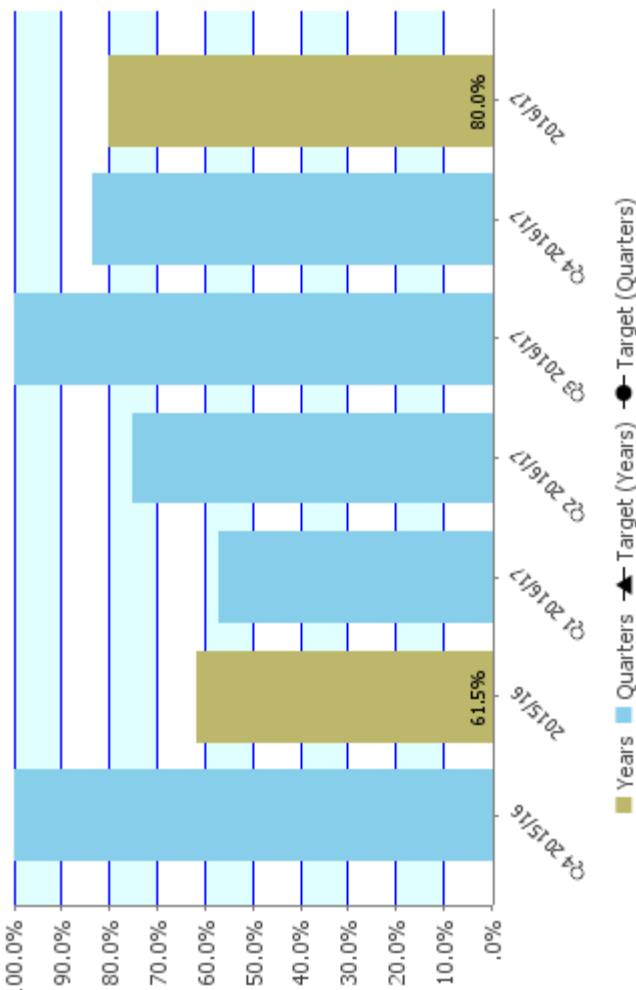
  

Quarter	Value (%)	Target (Quarters) (%)	Target (Years) (%)
Q4 2015/16	65.0%	65.0%	68.9%
Q1 2016/17	67.3%	65.0%	68.9%
Q2 2016/17	63.3%	65.0%	68.9%
Q3 2016/17	66.2%	65.0%	68.9%
Q4 2016/17	64.6%	65.0%	68.9%



Indicator	1.5 B&B %age of Domestic Noise Complaints Settled Without Attendance						Red T'hold	Amber T'hold
	Target	Status	Value	Complaints Received	Long Trend	Short Trend		
Q4 2015/16		?	100.0%	5	↑	↑		
Q1 2016/17		?	57.1%	7	↓	↓		
Q2 2016/17		?	75.0%	12	↑	↑		
Q3 2016/17		?	100.0%	10	↑	↑		
Q4 2016/17		?	83.3%	6	↑	↓		



The number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and will depend upon a variety of factors, environmental and human

Indicator	1.5 A'shire %age of Domestic Noise Complaints Settled Without Attendance						Red T'hold	Amber T'hold
	Target	Status	Value	Complaints Received	Long Trend	Short Trend		
Q4 2015/16		?	75.7%	37	↑	↑		
Q1 2016/17		?	85.7%	56	↑	↑		
Q2 2016/17		?	75.3%	73	↑	↑		
Q3 2016/17		?	93.2%	44	↑	↑		
Q4 2016/17		?	87.3%	55	↑	↑		

Quarter	Percentage	Category
Q4 2015/16	52.9%	Years
Q4 2015/16	~75.7%	Quarters
Q1 2016/17	~85.7%	Quarters
Q2 2016/17	~75.3%	Quarters
Q3 2016/17	~93.2%	Quarters
Q4 2016/17	84.2%	Years
Q4 2016/17	~87.3%	Quarters

The number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and will depend upon a variety of factors, environmental and human

55 complaints were received in Quarter 4 and 87.3% were settled without attendance on site. Over the year 84.2% of complaints received were settled without attendance on site

Indicator	1.6 B&B - %age of Domestic Noise Complaints Settled With Attendance Not Under Part V of the Antisocial Behaviour etc. (Scotland) Act 2004					Red T'hold	Amber T'hold
	Target	Status	Value	Complaints	Long Trend		
Q4 2015/16		?	.0%	5	→	→	
Q1 2016/17		?	42.9%	7	→	→	
Q2 2016/17		?	25.0%	12	→	→	
Q3 2016/17		?	.0%	10	→	→	
Q4 2016/17		?	16.7%	6	←	←	

Quarter	Value (%)	Target (%)
Q4 2015/16	38.5%	20.0%
Q1 2016/17	42.9%	20.0%
Q2 2016/17	25.0%	20.0%
Q3 2016/17	.0%	20.0%
Q4 2016/17	16.7%	20.0%

The number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and will depend upon a variety of factors, environmental and human

Indicator	1.6 Ashire - %age of Domestic Noise Complaints Settled With Attendance Not Under Part V of the Antisocial Behaviour etc. (Scotland) Act 2004						Red T'hold	Amber T'hold
	Target	Status	Value	Complaints	Long Trend	Short Trend		
Q4 2015/16		?	24.3%	37	→	→		
Q1 2016/17		?	14.3%	56	→	→		
Q2 2016/17		?	24.7%	73	→	→		
Q3 2016/17		?	6.8%	44	→	→		
Q4 2016/17		?	12.7%	55	→	→		

Quarter	Value (%)	Target (%)
Q4 2015/16	47.1%	12.7%
Q1 2016/17	14.3%	12.7%
Q2 2016/17	24.7%	12.7%
Q3 2016/17	6.8%	12.7%
Q4 2016/17	12.7%	12.7%

The number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and will depend upon a variety of factors, environmental and human

Indicator	1.14 BB - Percentage of High Risk Premises visited within the timescale (Trading Standards)							Red T'hold	Amber T'hold
	Target	Status	Value	# High Risk premises	Long Trend	Short Trend			
2013/14	95.0%	✔	100.0%	15	▬	▬	90.3%	94.1%	
2014/15	95.0%	✔	100.0%	14	▬	▬			
2015/16	95.0%	⚠	92.9%	14	➡	➡			
2016/17	95.0%	⚠	92.9%	14	➡	▬			

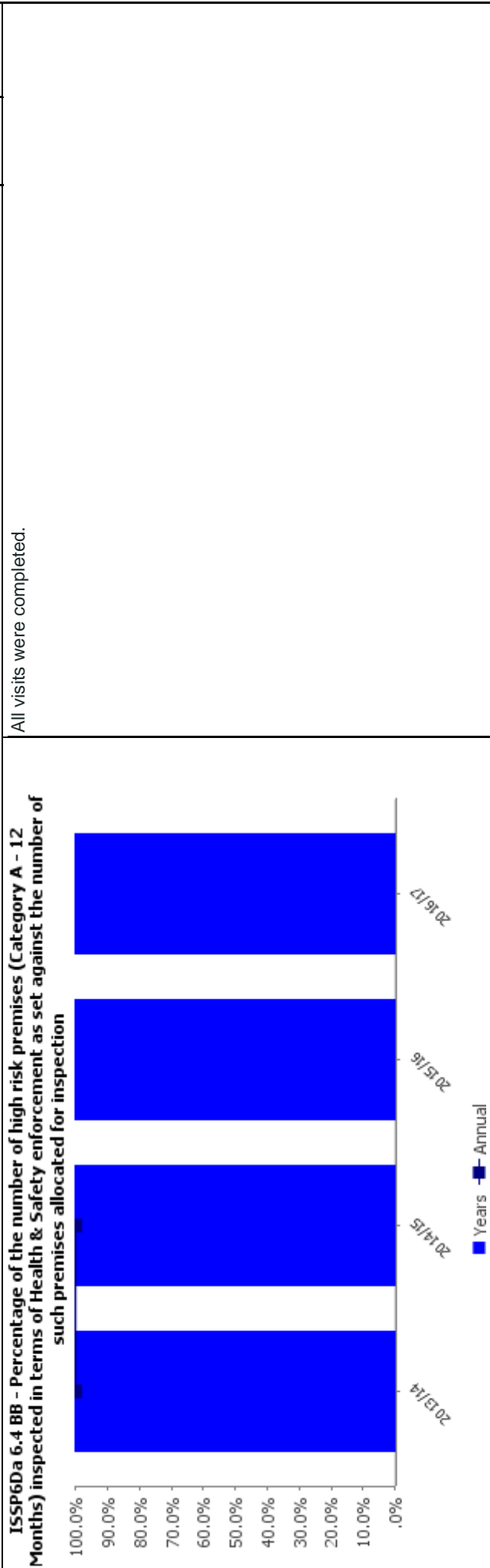
**ISSP6Ba 6.2 BB - Percentage of High Risk Premises visited within the timescale (Trading Standards)**

Year	Percentage
2013/14	95.0%
2014/15	95.0%
2015/16	92.9%
2016/17	92.9%

1 premises received a part inspection rather than a full inspection and so hasn't been recorded.

Indicator	1.14 Ashire - Percentage of High Risk Premises visited within the timescales (Trading Standards)						Red T'hold	Amber T'hold										
	Target	Status	Value	# high risk premises	Long Trend	Short Trend												
2013/14	95.0%	✓	96.6%	88	→	→												
2014/15	95.0%	✓	98.8%	83	←	←												
2015/16	95.0%	✓	94.2%	69	→	→												
2016/17	95.0%	✓	94.3%	70	→	←												
<b>ISSP6Bg 6.2 Ashire - Percentage of High Risk Premises visited within the timescales (Trading Standards)</b>	<table border="1"> <caption>ISSP6Bg 6.2 Ashire - Percentage of High Risk Premises visited within the timescales (Trading Standards)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>95.0%</td> </tr> <tr> <td>2014/15</td> <td>95.0%</td> </tr> <tr> <td>2015/16</td> <td>94.2%</td> </tr> <tr> <td>2016/17</td> <td>94.3%</td> </tr> </tbody> </table>						Year	Percentage	2013/14	95.0%	2014/15	95.0%	2015/16	94.2%	2016/17	94.3%	<p>This was a good performance. The figures are slightly below target however staff numbers reduced considerably during the year due to a resignation and maternity leave. The remaining staff are to be commended on achieving a good performance.</p>	
Year	Percentage																	
2013/14	95.0%																	
2014/15	95.0%																	
2015/16	94.2%																	
2016/17	94.3%																	

Indicator	1.15 BB - Percentage of the number of high risk premises (Category A - 12 Months) inspected in terms of Health & Safety enforcement as set against the number of such premises allocated for inspection		Red T'hold	Amber T'hold		
	Target	Status			Value	# allocated for inspection
2013/14	100.0%	✓	100.0%	4	■	■
2014/15	100.0%	✓	100.0%	1	■	■
2015/16	100.0%	✓	100.0%	1	■	■
2016/17	100.0%	✓	100.0%	2	■	■



Indicator	1.15 Ashire - Percentage of the number of high risk premises (Category A - 12 Months) inspected in terms of Health & Safety enforcement as set against the number of such premises allocated for inspection		Red T'hold	Amber T'hold		
	Target	Status			Value	# allocated for inspection
2013/14	100.0%	✓	100.0%	10	■	■
2014/15	100.0%	✓	100.0%	5	■	■
2015/16	100.0%	✓	100.0%	6	■	■
2016/17	100.0%	✓	100.0%	5	■	■

ISSP6Dg 6.4 Ashire - Percentage of the number of high risk premises (Category A - 12 Months) inspected in terms of Health & Safety enforcement as set against the number of such premises allocated for inspection

Year	Percentage
2013/14	100.0%
2014/15	100.0%
2015/16	100.0%
2016/17	100.0%

All scheduled visits were carried out.



**Roads, Landscape Services and Waste:- Roads**

Indicator	3.1 BB - Street lighting Faults - Percentage completed within 7 days										Red T'hold	Amber T'hold
	Target	Status	Value	# street light repairs	Long Trend	Short Trend						
Q4 2015/16	90.0%	✔	96.3%	298	→	→					85.5%	87.8%
Q1 2016/17	90.0%	✔	92.6%	68	→	→						
Q2 2016/17	90.0%	✔	100.0%	97	←	←						
Q3 2016/17	90.0%	✔	98.7%	314	←	←						
Q4 2016/17	90.0%	✔	98.7%	233	←	←						

Quarter	Actual Value (%)	Target (%)
Q4 2015/16	96.3%	90.0%
Q1 2016/17	92.6%	90.0%
Q2 2016/17	100.0%	90.0%
Q3 2016/17	98.7%	90.0%
Q4 2016/17	98.3%	90.0%

There was a very minor fall in performance this quarter compared to last but performance was still way above target. Over the year performance was 98.3%, slightly higher than last year.

Indicator	3.1 Ashire - Street lighting Faults - Percentage completed within 7 days						Red T'hold	Amber T'hold
	Target	Status	Value	# streetlight repairs	Long Trend	Short Trend	85.5%	87.8%
Q4 2015/16	90.0%	✓	95.8%	1,929	↑	↓		
Q1 2016/17	90.0%	✓	96.3%	625	↑	↑		
Q2 2016/17	90.0%	✓	94.4%	791	↓	↓		
Q3 2016/17	90.0%	✓	93.1%	1,644	↓	↓		
Q4 2016/17	90.0%	✓	95.5%	1,368	↑	↑		

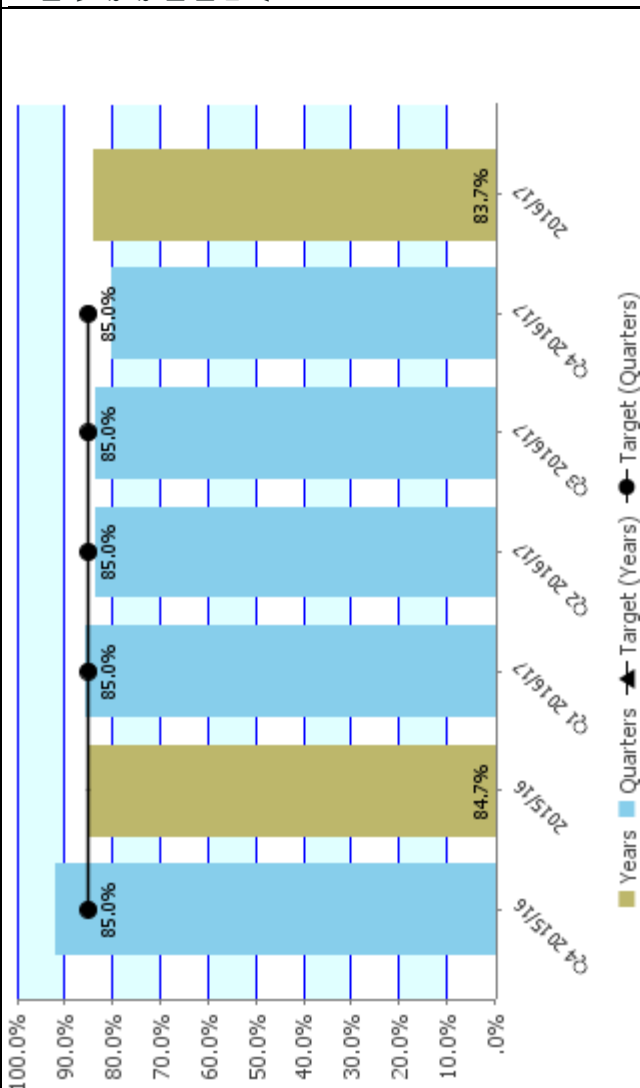
  

Period	Actual Value (%)	Target (%)
Q4 2015/16	96.2%	90.0%
Q1 2016/17	96.3%	90.0%
Q2 2016/17	94.4%	90.0%
Q3 2016/17	93.1%	90.0%
Q4 2016/17	95.5%	90.0%

Performance in quarter 4 improved slightly compared to the previous quarter and remains above target.  
Over the year a total of 4428 street lighting faults were dealt with, 4185 within 7 days (94.5%). This represents a slight fall on the position last year but is still above the target of 90%.

**Planning and Building Standards**

Indicator	4.1 BB - Percentage of household planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	
Q4 2015/16	85.0%	✓	91.7%	24	↑	↑	80.8%
Q1 2016/17	85.0%	✓	85.7%	35	←	→	
Q2 2016/17	85.0%	✓	83.3%	30	→	→	
Q3 2016/17	85.0%	✓	83.3%	18	←	▬	
Q4 2016/17	85.0%	✗	80.0%	15	→	→	



Performance dipped to 80% in Quarter 4 from 83% in Quarter 3 of 2016/17. This level is below the Aberdeenshire target of 85%. The total number of live applications determined within Quarter 4 has decreased to 15 applications from 18 applications in Quarter 3. The average number of weeks for determining household applications is 8 weeks. The average determination period has not met the Aberdeenshire target of 6 weeks. The performance has been affected due to a dip in February to 60%. The focus remains on processing household applications to maintain and improve upon the determination rates achieved within the latter part of Quarter 4 and continue to meet/exceed the overall Aberdeenshire target of 85%.

Indicator	4.1 Ashire - Percentage of household planning applications dealt with within two months (SPI)						Red T'hold	Amber T'hold
	Target	Status	Value	total # planning applications	Long Trend	Short Trend		
Q4 2015/16	85.0%	✔	93.6%	202	↑	↑	80.8%	82.9%
Q1 2016/17	85.0%	✔	94.8%	231	↑	↑		
Q2 2016/17	85.0%	✔	88.3%	257	↓	↓		
Q3 2016/17	85.0%	✔	90.6%	181	↑	↑		
Q4 2016/17	85.0%	✔	93.3%	163	↑	↑		

Year/Quarter	Actual Performance (%)	Target (%)
Q4 2015/16	92.7%	85.0%
Q1 2016/17	94.8%	85.0%
Q2 2016/17	88.3%	85.0%
Q3 2016/17	90.6%	85.0%
Q4 2016/17	93.3%	85.0%

Performance in quarter 4 improved by nearly 2% compared to the last quarter and remains well above target. There was a slight decrease in the numbers of household applications determined in this quarter, by 12.

It should also be noted that performance of the individual teams varied from between 84% and 97% in the months during this quarter.

Overall performance for the year was 91.6%, a slight fall on the previous year's average of 92.7%.

Householder performance is consistently high which reflects the work being carried out by the Service as a whole and Area Teams to process householder applications as quickly as possible.

As a result the overall Aberdeenshire target of 85% has continued to be well exceeded. As always further improvement and consistency in overall performance remains the focus.

The average time to determine a planning application in this quarter was 6.9 weeks. This represents a slight improvement on the previous month's average of 7.3 weeks.

Indicator	4.2 BB - Percentage of non-householder planning applications dealt with within two months						Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	52.3%	53.6%
Q4 2015/16	55.0%	✓	60.4%	48	↑	→		
Q1 2016/17	55.0%	✓	61.3%	62	↑	←		
Q2 2016/17	55.0%	✗	52.1%	48	→	→		
Q3 2016/17	55.0%	✗	41.5%	41	→	→		
Q4 2016/17	55.0%	✓	66.1%	59	↑	↑		

Period	Value (%)	Status
Q4 2015/16	61.7%	✓
Q1 2016/17	61.3%	✓
Q2 2016/17	52.1%	✗
Q3 2016/17	41.5%	✗
Q4 2016/17	66.1%	✓

Performance has improved to 66% in Quarter 4 from 41% in Quarter 3 of 2016/17. This result is above the Aberdeenshire target of 55%. The total number of live applications determined within Quarter 4 has increased to 59 applications from 41 applications in Quarter 3. The average number of weeks for determining non householder applications has improved from 17.6 weeks in Quarter 3 to 15.2 weeks in Quarter 4. The average determination period has not met the Aberdeenshire target of 11 weeks.

The Quarter 4 performance has improved compared to Quarter 3 and is above the 55% Aberdeenshire target. The performance has been affected due to a dip in January to 47% with an increase to 73% in March. It should be noted that the majority of non-household development planning applications that have fallen over the 2 month determination period are the subject of Planning Processing Agreements with the applicants and that 100% of these applications have been determined within the timescale agreed in these Agreements. The combined focus was on performance and at the same time reducing the number of older live applications and there remains a focus on tackling both elements.

Indicator	4.2 Ashire - Percentage of non-householder planning applications dealt with within two months (SPI)						Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	52.3%	53.6%
Q4 2015/16	55.0%	✓	57.1%	410	↑	→		
Q1 2016/17	55.0%	✓	70.2%	346	↑	←		
Q2 2016/17	55.0%	✓	63.0%	432	↑	→		
Q3 2016/17	55.0%	✓	53.7%	380	→	→		
Q4 2016/17	55.0%	✓	56.9%	360	↑	↑		

Quarter	Value (%)	Target (%)
Q4 2015/16	61.3%	55.0%
Q1 2016/17	55.0%	55.0%
Q2 2016/17	55.0%	55.0%
Q3 2016/17	53.7%	55.0%
Q4 2016/17	56.9%	55.0%

Overall performance has improved this quarter to just under 57% for non-householder applications determined within 2 months. The number of applications determined in Quarter 4 was 205 – a slight increase on last quarter's total of 204.

The overall performance for the year was 60.9% which represents a slight fall on the overall performance for last year of 61.3%.

The focus from the last quarter was on improving the non-householder applications which had dropped in performance since the first quarter of 2016-17. The performance is improving, and all teams but one have improved over the quarter period. This is due to a very quick turnover of staff from the Buchan part of the overall team in particular, which has seen the team significantly reduced. The loss of staff has impacted on all teams, but particularly on the Buchan and Formartine team. The recruitment process has resulted in interviews being carried out for planning officers on 20 and 21 April.

Work also continues to reduce the number of "live" planning applications and in particular the 'legacy cases' and the use of process agreements attached to non-major applications. The processing and determination of non-household applications (as opposed to householder applications) is often dependent on many other more complex aspects of assessment and a wide variation of consultee responses both in content and timescales. The Aberdeenshire target of 55% has nevertheless been exceeded in this quarter.

Indicator	4.3 BB - Percentage of the total number of planning applications dealt with within two months							Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend			
Q4 2015/16	70.0%	✔	70.8%	72	↕	↘	66.5%	68.3%	
Q1 2016/17	70.0%	✔	70.1%	97	↕	↘			
Q2 2016/17	70.0%	✘	64.1%	78	↗	↘			
Q3 2016/17	70.0%	✘	54.2%	59	↗	↘			
Q4 2016/17	70.0%	✔	68.9%	74	↕	↗			

Quarter	Value (%)	Target (%)
Q4 2015/16	69.9%	70.0%
Q1 2016/17	70.0%	70.0%
Q2 2016/17	64.1%	70.0%
Q3 2016/17	54.2%	70.0%
Q4 2016/17	68.9%	70.0%

Quarter 4 returned a result of 69% for all local developments, this represents an improvement from 54% in Quarter 3 and is slightly below the Aberdeenshire target of 70%. Over the three month period, performance dipped in January although the performance of all local developments has improved in the remainder of the period. During this Quarter the total number of applications determined has increased to 74 applications compared with 59 applications in Quarter 3. An average of 11.1 weeks for determining all local developments is recorded for this period and represents an improvement compared with 14.6 weeks in Quarter 3. The average week period remains below the Aberdeenshire target of 11 weeks. The majority of Local Development planning applications that have fallen over the 2 month determination period are the subject of Planning Processing Agreements with the applicants and 100% of these applications have been determined within the timescales agreed in the Agreements. The team remains fully staffed and focus remains on seeking to build upon performance levels.

Indicator	4.3 Ashire - Percentage of the total number of planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	
Q4 2015/16	70.0%	✓	69.1%	612	↕	➡	66.5%  68.3%
Q1 2016/17	70.0%	✓	80.1%	577	↕	↕	
Q2 2016/17	70.0%	✓	72.4%	689	↕	➡	
Q3 2016/17	70.0%	✗	65.6%	561	➡	➡	
Q4 2016/17	70.0%	✓	68.3%	523	➡	↕	

Overall performance has increased from 66% to 68% between Quarter 3 and Quarter 4 for all applications determined within 2 months. Although an improvement it is still slightly below target.

The overall performance for the year was 71.7%. Looking back, performance was 69% in the equivalent quarter last year while the overall performance for 2015 -16 was 72.5%, slightly higher than this year's.

The average time taken to process a planning application improved from 11.8 weeks in Quarter 3 to 11.6 weeks in Quarter 4.

Again some team performances have varied more than others. In Quarter 3 the Garioch/Banf & Buchan Team had been impacted by staffing changes and cross team assistance had been sought, this plus some staffing additions have resulted in performance for that team increasing. As mentioned the Buchan/Formartine team have dropped their performance this Quarter 4. This is largely due to staffing losses.

The graph shows that over past 5 quarters performance has only fluctuated slightly. This consistency is welcomed, particularly when at various times saw staffing numbers drop through some long term sickness periods, maternity leave and staff leaving for a variety of reasons. There have as always been some team variations in specific areas which retains the focus on the fact that there is still work to be done to improve and importantly retain consistent performance. The use of cross service working has improved invaluable and this continues.

Period	Value	Target
Q4 2015/16	70.0%	70.0%
2015/16	72.5%	70.0%
Q1 2016/17	70.0%	70.0%
Q2 2016/17	70.0%	70.0%
Q3 2016/17	70.0%	70.0%
Q4 2016/17	71.7%	70.0%



Indicator	4.8 BB - Percentage of applications assessed for compliance with technical standards within 20 working days.										Red T'hold	Amber T'hold	
	Target	Status	Value	Total Number Applications	Long Trend	Short Trend						85.5%	89.1%
Q4 2015/16	95%	✓	100%	64	↑	↑							
Q1 2016/17	90%	✓	97.44%	78	↑	→							
Q2 2016/17	90%	✓	98.53%	68	↑	↑							
Q3 2016/17	90%	✓	92.05%	88	→	→							
Q4 2016/17	90%	✓	96.43%	84	↑	↑							

Performance has improved slightly this quarter and is above target.

Indicator	4.8 Ashire - Percentage of applications assessed for compliance with technical standards within 20 working days.						Red T'hold	Amber T'hold
	Target	Status	Value	Total Number Applications	Long Trend	Short Trend	85.5%	89.1%
Q4 2015/16	95%	✓	96.55%	608	↑	↑		
Q1 2016/17	90%	✓	95.58%	770	↑	→		
Q2 2016/17	90%	✓	90.33%	755	→	→		
Q3 2016/17	90%	✓	90.49%	736	→	↑		
Q4 2016/17	90%	✓	95%	680	↑	↑		

Quarter	Value (%)	Target (%)
Q4 2015/16	89.44%	90%
Q1 2016/17	95.58%	90%
Q2 2016/17	90.33%	90%
Q3 2016/17	90.49%	90%
Q4 2016/17	95%	90%

In all areas the 20 day assessment target improved with the overall total figure rising from 90% to 95%. This is most likely due to the fact that officers are becoming more familiar with new electronic ways of working.

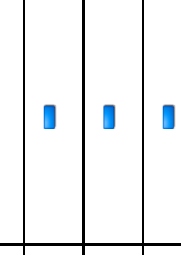
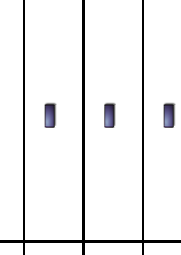








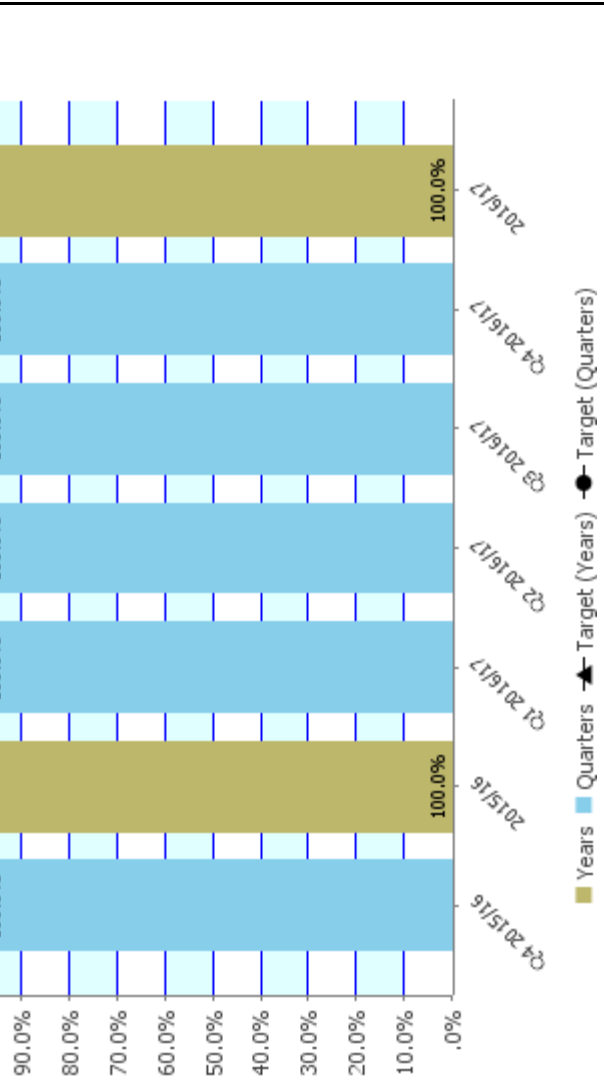
The overall performance for the year was 92.83% a slight improvement on last year's performance and above the overall target of 90%.

Indicator	4.9 BB - Attend potentially dangerous buildings within 4 hours of notification										Red T'hold	Amber T'hold		
Q4 2015/16	Target	Status	Value	# notifications	Long Trend	Short Trend							95.0%	97.5%
Q1 2016/17	100.0%	✓	100.0%	4	■	■								
Q2 2016/17	100.0%	✓	100.0%	3	■	■								
Q3 2016/17	100.0%	?	DIV/0	0	?	?								
Q4 2016/17	100.0%	✓	100.0%	5	■	■								

Five dangerous buildings were reported this quarter and all were responded to within the target four hour time period.

Quarter	Years (%)	Quarters (%)	Target (%)
Q4 2015/16	100.0%	100.0%	100.0%
Q1 2016/17	100.0%	100.0%	100.0%
Q2 2016/17	100.0%	100.0%	100.0%
Q3 2016/17	100.0%	100.0%	100.0%
Q4 2016/17	100.0%	100.0%	100.0%

Indicator	4.9 A - Attend potentially dangerous buildings within 4 hours of notification										Red T'hold	Amber T'hold																								
Q4 2015/16	Target 100.0%	Status ✔	Value 100.0%	# notifications 12	Long Trend 	Short Trend 	Q1 2016/17	Target 100.0%	Status ✔	Value 100.0%	# notifications 9	Long Trend 	Short Trend 	Q2 2016/17	Target 100.0%	Status ✔	Value 100.0%	# notifications 7	Long Trend 	Short Trend 	Q3 2016/17	Target 100.0%	Status ✔	Value 100.0%	# notifications 1	Long Trend 	Short Trend 	Q4 2016/17	Target 100.0%	Status ✔	Value 100.0%	# notifications 11	Long Trend 	Short Trend 	95.0%	97.5%
There were 11 dangerous building call outs this quarter all of which were responded to within the prescribed four hour time period.													 <p>Legend: ■ Years (blue), ■ Quarters (olive), ● Target (Years), ● Target (Quarters)</p>																							

Indicator	4.10 BB Average time taken to grant a Building Warrant (National Average 63 days)						Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	69.3	66.66
Q4 2015/16								
Q1 2016/17	63	●	96		?	?		
Q2 2016/17	63	●	83		↑	↑		
Q3 2016/17	66	●	145		→	→		
Q4 2016/17	66	●	101		↑	↑		

Quarter	Value	Target (Quarters)
Q1 2016/17	96	63
Q2 2016/17	83	63
Q3 2016/17	145	66
Q4 2016/17	101	66
National Average	106.25	-

The average number of days to process a building warrant has reduced significantly.

Indicator	4.10 Ashire Average time taken to grant a Building Warrant (National Average 63 days)					Red T'hold	Amber T'hold
	Target	Status	Value	Base	Long Trend	Short Trend	
Q4 2015/16							66.66
Q1 2016/17	63	●	89		?	?	
Q2 2016/17	63	●	94		→	→	
Q3 2016/17	66	●	80		←	←	
Q4 2016/17	66	●	93		→	→	

Quarter	Value	Target (Quarters)
Q1 2016/17	89	63
Q2 2016/17	94	63
Q3 2016/17	80	66
Q4 2016/17	93	66

The average time to grant a Building Warrant increased this quarter and is now well above target. Overall performance for the year was 89 days, well above target.

The process of refusing older building warrants continues to be rolled out. Before refusing an application the applicant or agent is given the opportunity to address the outstanding comments and get the warrant approved. Should an applicant or agent take advantage of this offer it only takes a very limited number of older approvals to have a very significant influence on the average time figure.

Aberdeenshire Building Standards have just recently been re-appointed as verifiers of the building standards for the next 6 years by the Scottish Government. As a consequence of this some of the performance indicator targets reported to the Building Standards Division will alter. In order that Local Committees are provided with the same information that is being submitted to the Scottish Government some performance indicators may change slightly for the next reporting quarter.