

REPORT TO THE FORMARTINE AREA COMMITTEE, 16 JANUARY 2018

INFRASTRUCTURE SERVICES QUARTER 2 2017-2018 PERFORMANCE REPORT (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 **Acknowledge the good performance achieved July - September 2017 (Quarter 2);**
- 1.2 **Consider those measures where performance is below expectations July - September 2017;**
- 1.3 **Note the publication of the complete July to September 2017 Performance Report on Ward Pages and on the Council's website; and**
- 1.4 **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 Formartine Area Committee with a summary of performance for Quarter 2 (July – September) 2017.
- 2.2 This report covers the Area specific quarterly measures identified by the service to monitor progress with the actions set out in the Infrastructure Services service plan 2017-2020 which was approved by the Infrastructure Services Committee at its meeting on 1 June 2017 (Item 8).
- 2.3 Previous meetings of this Committee have 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 1 (April – June 2017) was previously reported to this Committee on 7 November 2017 (Item 6).
- 2.4 **Appendix A** to this report provides full details of the 11 quarterly area-specific measures. The measures shown are a mixture of Statutory Performance Indicators (SPIs), Local Government Benchmark Framework (LGBF) measures and locally identified measures that demonstrate the delivery of Best Value.
- 2.5 Not all indicators shown have targets. Usually indicators which measure activities that the service has no power to influence are not given targets. Levels of noise complaints is one example.

2.6 The basis of the targets shown for the other measures varies considerably. Some are based on national targets, some are based on historical levels of performance, and others are based on manager's expectations of what can reasonably be achieved. The table below summarises performance for the 11 measures.

Table 1 Summary of Area performance Quarter 2 July – September 2017

Measure	Target	Area Performance		Ab'shire Average Qrt 2 2017-18	Comparison to target
		Qrt 2 2016-17	Qrt 2 2017-18		
1.4 - The number of Trading Standards customer complaints and the percentage dealt with within 14 days	70%	71.4%	83.3%	76.3%	119% (Green)
1.5 - 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	65%	67.5%	75.7%	70.9%	116.4% (Green)
1.6 %age of Domestic Noise Complaints Settled Without Attendance	No target	65%	91.7%	82.2%	No target
1.7 - %age of Domestic Noise Complaints Settled With Attendance Not Under Part V of the Antisocial Behaviour etc (Scotland) Act 2004	No target	35%	8.3%	17.8%	No target
4.1 - Street lighting Faults - Percentage completed within 7 days	90%	100%	97.4%	97.7%	108.2% (Green)
5.1 - Percentage of household planning applications dealt with within two months	85%	89.5%	81.8%	93.3%	96.3% (Amber)
5.2 - Percentage of non-householder planning applications dealt with within two months	55%	68.0%	67.4%	77.2%	122.6% (Green)
5.3 - Percentage of the total number of planning applications dealt with within two months	70%	75.2%	73.7%	84.2%	105.3% (Green)
5.8 - Percentage of applications assessed for compliance with technical standards within 20 working days.	95%	99.19%	100%	90.13%	105.26% (Green)
5.9 - Attend potentially dangerous buildings within 4 hours of notification	100%	No Activity	100%	100%	100% (Green)
5.10 Percentage of building warrants and amendments issued within 10 days from receipt of all satisfactory information	90%	New measure	94%	91.03%	104.44% (Green)

2.7 Of the 9 measures with targets, 8 are on or above target and show green, only 1 is below target showing amber. 6 measures show exceptional performance which means they are more than 5% above target.

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 Equality Impact Assessment

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 Staffing and Financial Implications

There are no specific staffing and financial implications arising from this report.

4.3 Risks

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.

4.4 Towns Centre First Principle

As this report is only to inform Committee on performance there is no impact on town centres thus a Town Centre Impact Assessment is not required.

Stephen Archer
Director of Infrastructure Services












Report prepared by Alan Morris, Service Development Coordinator
22/11/2017

APPENDIX A



Formartine Area Quarter 2 2017/18 - Infrastructure Services - Area Measures Only

Generated on: 20 November 2017

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

Traffic Light: Amber 1 Green 8 No target 2

ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities

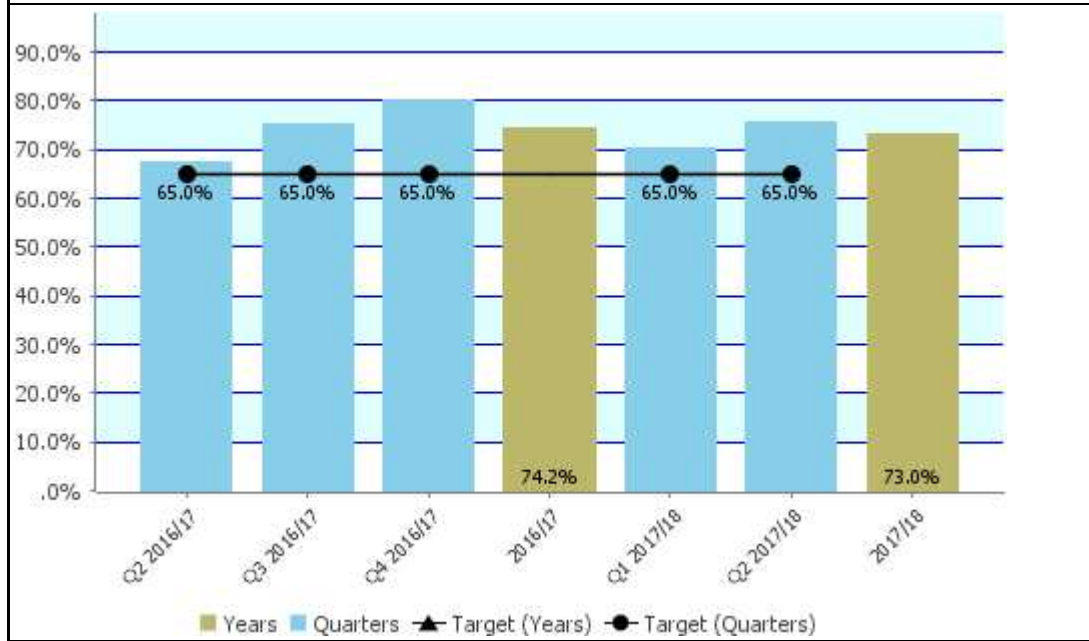
Indicator		1.4 F - The number of Trading Standards complaints received and the percentage dealt with within 14 days					Red T'hold	Amber T'hold
	Target	Status	Value	# trading standards complaints	Long Trend	Short Trend	66.5%	68.3%
Q2 2016/17	70.0%	✓	71.4%	42	↓	↓		
Q3 2016/17	70.0%	✓	69.4%	36	↓	↓		
Q4 2016/17	70.0%	✗	48.6%	37	↓	↓		
Q1 2017/18	70.0%	✓	84.6%	39	↑	↑		
Q2 2017/18	70.0%	✓	83.3%	54	↑	↓		



This is a good performance. This measures the complexity of complaints handled as well as staff efficiency and it isn't always possible to get a quick resolution. There are occasions you have to wait for third parties to return calls or to allow traders time to investigate and respond.

ISBPPS2D Environmental Health - H&S Inspections; ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities

Indicator		1.5 F - 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	60.0%	64.0%
Q2 2016/17	65.0%	✓	67.5%	40	↓	↓		
Q3 2016/17	65.0%	✓	75.0%	40	↓	↑		
Q4 2016/17	65.0%	✓	80.0%	40	↑	↑		
Q1 2017/18	65.0%	✓	70.3%	37	↓	↓		
Q2 2017/18	65.0%	✓	75.7%	37	↑	↑		



The percentage of broadly compliant premises remains at a level similar to previous quarters and is consistently above target.

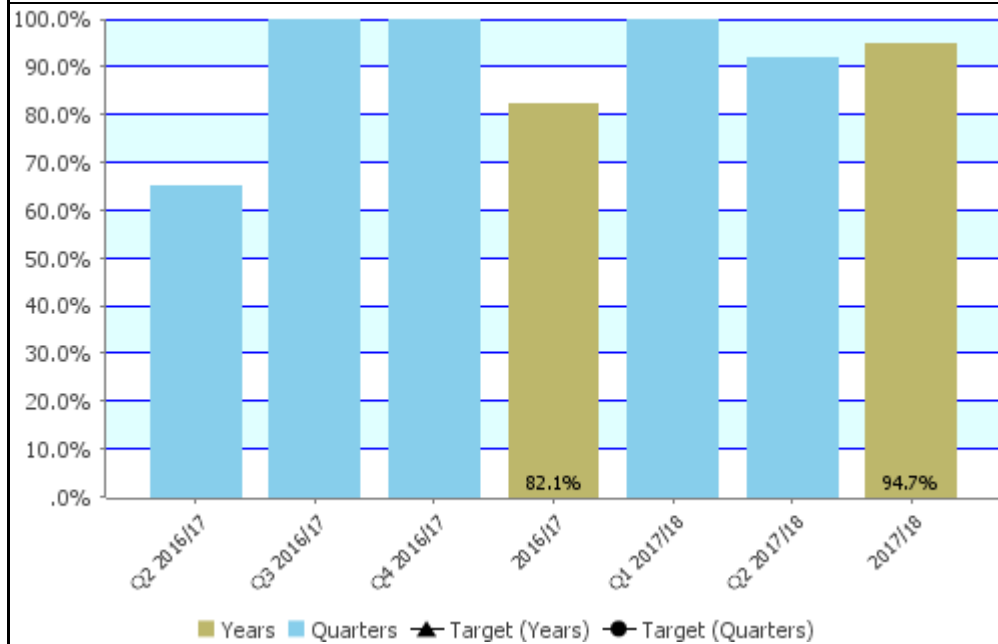
Premises which are found not to be broadly compliant are subject to a mandatory re-visit and the food business operator is encouraged to rectify the noted contraventions of food law.

Failure to informally address recorded breaches of food law promptly will result in formal action being taken in the form of the service of a Hygiene Improvement Notice requiring contraventions to be rectified within an agreed timescale.

With regard to significant breaches of food law, critical to food safety, a Remedial Action Notice will be served on the food business operator prohibiting a specific activity or operation until such time as the contravention has been satisfactorily dealt with.

ISBPPS2A Environmental Health - Domestic Noise Complaints; ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities

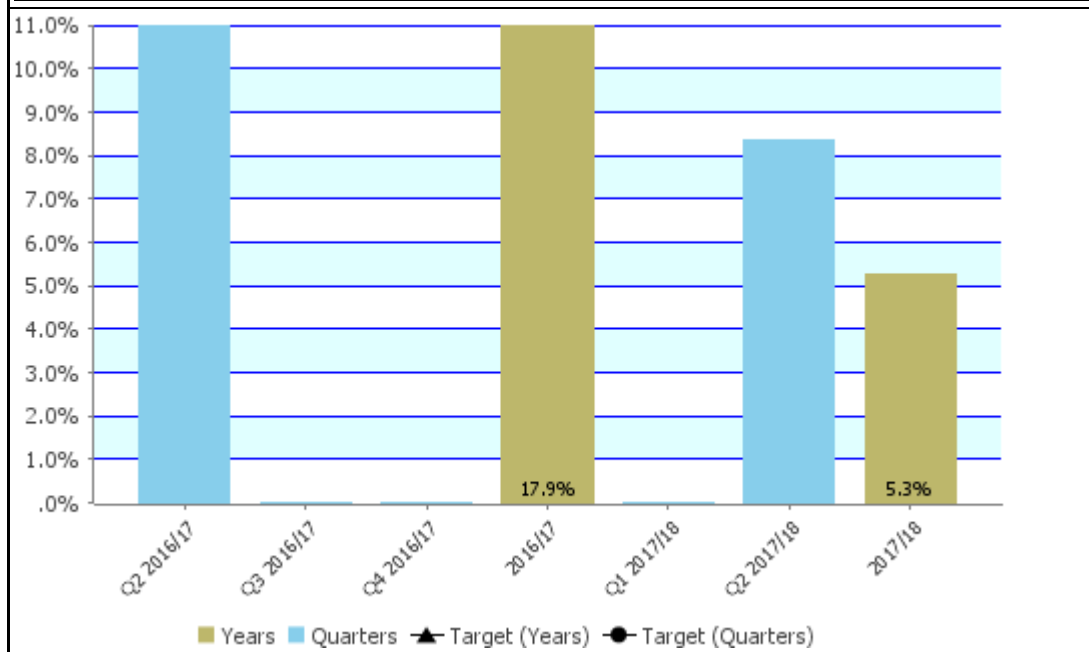
Indicator		1.6 F - %age of Domestic Noise Complaints Settled Without Attendance					Red T'hold	Amber T'hold
	Target	Status	Value	Complaints Received	Long Trend	Short Trend		
Q2 2016/17	No target		65.0%	20	↑	↓		
Q3 2016/17	No target		100.0%	8	↑	↑		
Q4 2016/17	No target		100.0%	5	↑	↑		
Q1 2017/18	No target		100.0%	7	↑	-		
Q2 2017/18	No target		91.7%	12	↑	↑		



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.

ISBPPS2A Environmental Health - Domestic Noise Complaints; ISSP1 SO1 - Economic Development and Protective Services

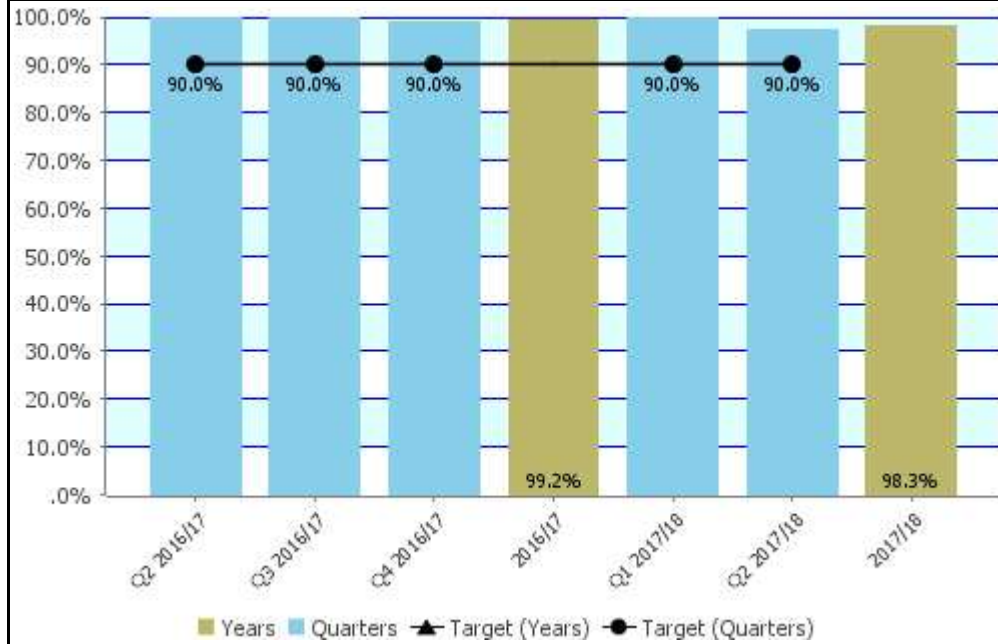
Indicator		1.7 F - %age of Domestic Noise Complaints Settled With Attendance Not Under Part V of the Antisocial Behaviour etc (Scotland) Act 2004					Red T'hold	Amber T'hold
	Target	Status	Value	Complaints	Long Trend	Short Trend		
Q2 2016/17	No target		35.0%	20	↓	↑		
Q3 2016/17	No target		.0%	8	↓	↓		
Q4 2016/17	No target		.0%	5	↓	↓		
Q1 2017/18	No target		.0%	7	↓	-		
Q2 2017/18	No target		8.3%	12	↓	↓		



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.

ISSP4 SO4 - Roads, Landscape Services and Waste; ISSPT4 T04 Delivery of Priorities

Indicator		4.1 F - 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%
Q2 2016/17	90.0%	✓	100.0%	89	↑	↑		
Q3 2016/17	90.0%	✓	100.0%	258	↑	-		
Q4 2016/17	90.0%	✓	98.8%	240	↑	↓		
Q1 2017/18	90.0%	✓	100.0%	59	↑	↑		
Q2 2017/18	90.0%	✓	97.4%	116	↓	↓		

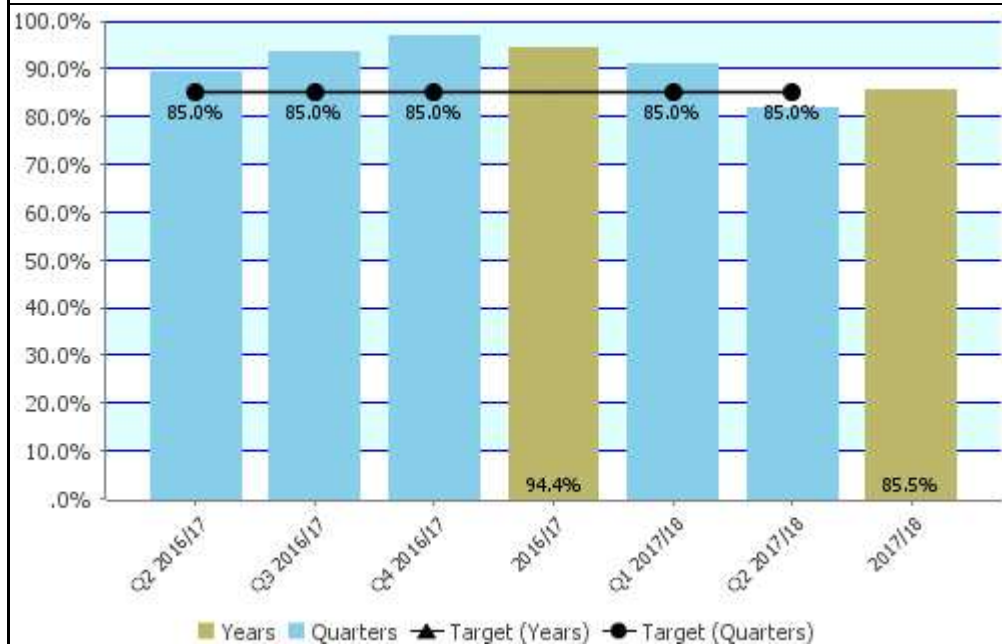


There was a slight fall in performance this quarter although nearly twice as many faults were dealt with. Overall performance remains well above target.

Our electricians all now have electronic devices with faults now being visible to them much quicker, which will help maintain good performance.

ISSP5 SO5 - Planning and building standards; ISSPT4 T04 Delivery of Priorities

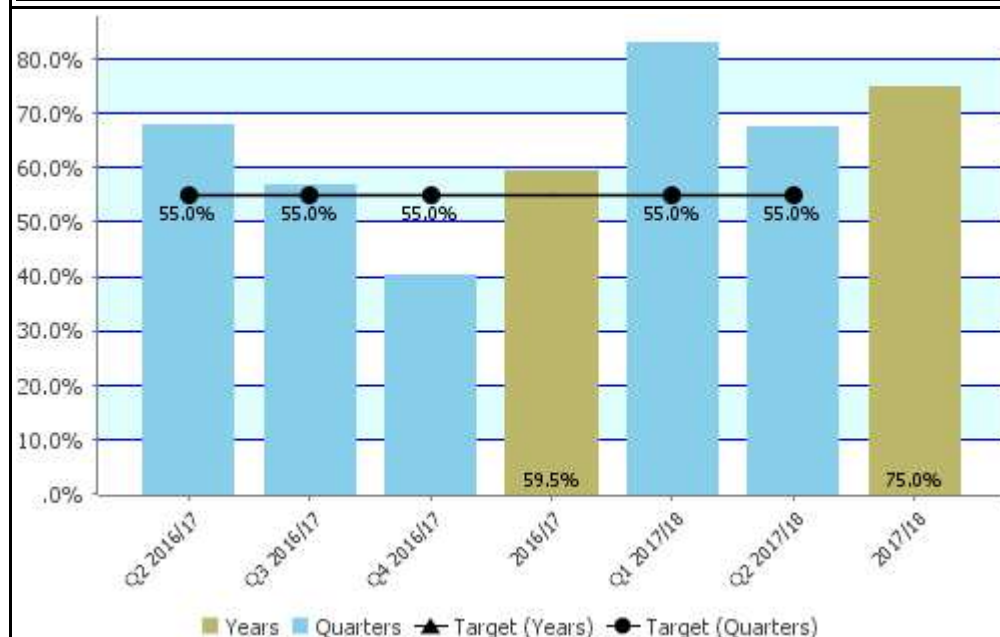
Indicator		5.1 F - Percentage of household planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	80.8%	82.9%
Q2 2016/17	85.0%	✓	89.5%	38	↓	↓		
Q3 2016/17	85.0%	✓	93.5%	31	↑	↑		
Q4 2016/17	85.0%	✓	96.9%	32	↑	↑		
Q1 2017/18	85.0%	✓	90.9%	22	↓	↓		
Q2 2017/18	85.0%	⚠	81.8%	33	↓	↓		



Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs). In total for the Formartine Area in this reporting period 18 Local Development planning applications were the subject of PPAS with 15 of them (83%) being determined within their agreed periods.

In this period **27/33** of householder applications were determined within the 2 month period representing a figure of **82%** which falls short of the Shire average of **93%**. The average time taken to process an application in this indicator was 7.7 weeks which exceeds the Shire average time in this indicator (7.0 weeks). The drop in performance from the previous figure of 91% is, in part, down to an unexpected short term staffing absence and also, in part, due to newly recruited staff adapting to internal processes. Further training and mentoring has been put in place to ensure that all new staff are fully familiar with internal process to improve performance moving forward.

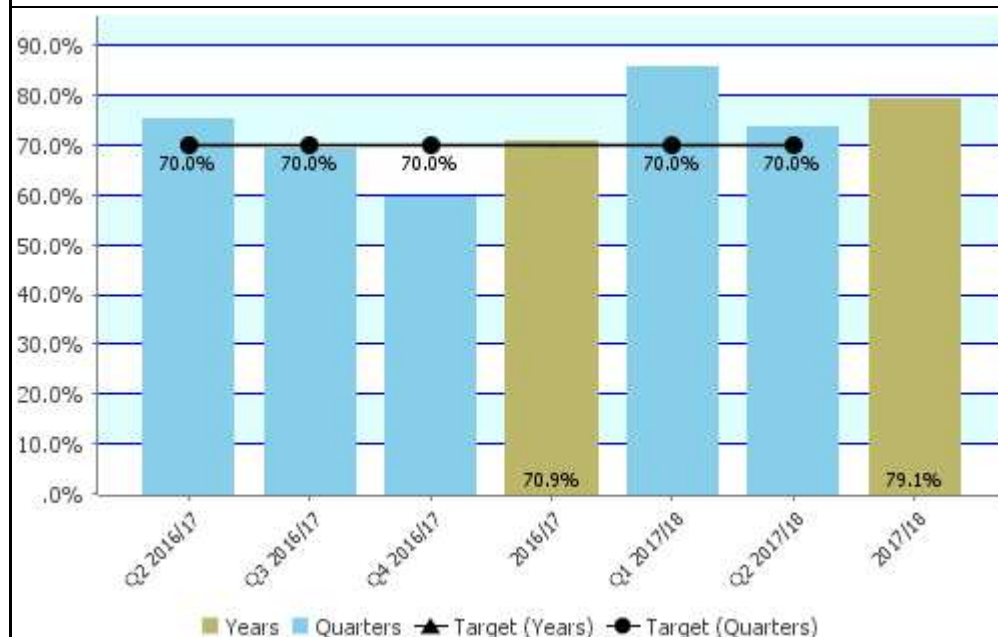
Indicator		5.2 F - Percentage of non-householder planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	52.3%	53.6%
Q2 2016/17	55.0%	✓	68.0%	75	↑	↓		
Q3 2016/17	55.0%	✓	56.7%	60	↓	↓		
Q4 2016/17	55.0%	✗	40.3%	62	↓	↓		
Q1 2017/18	55.0%	✓	82.9%	41	↑	↑		
Q2 2017/18	55.0%	✓	67.4%	43	↑	↓		



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Performance in this indicator was **67% (29/43)**. This is compared with the Shire average of **77%** and the previous quarter of **83%**. In terms of average times the performance in this indicator was 11.8 weeks which does not compare favourably with the Shire average of 9.7 weeks.

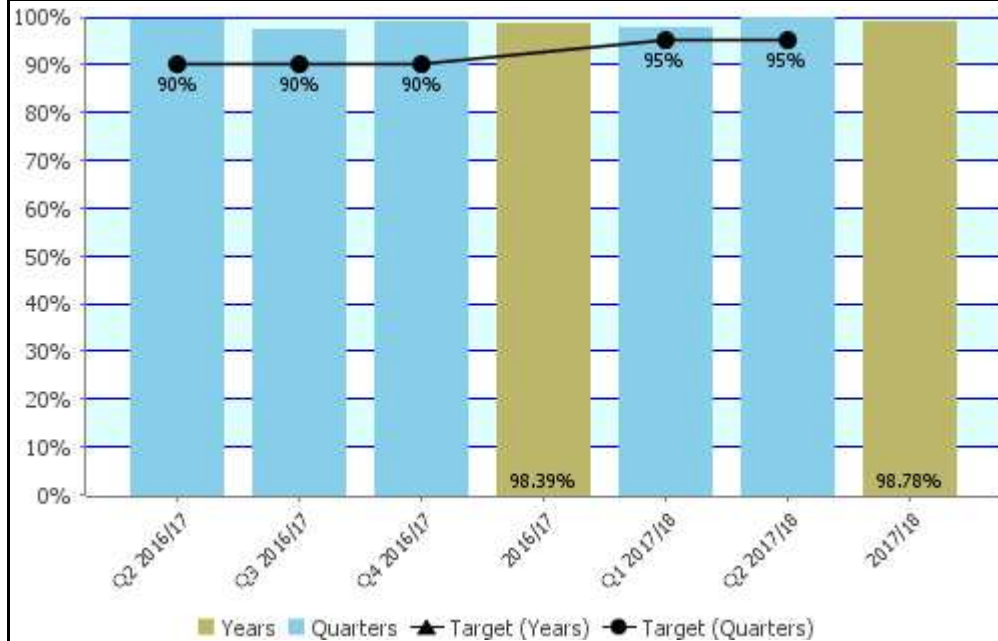
Indicator		5.3 F - Percentage of the total number of planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	66.5%	68.3%
Q2 2016/17	70.0%	✓	75.2%	113	↑	↓		
Q3 2016/17	70.0%	✓	69.2%	91	↓	↓		
Q4 2016/17	70.0%	✗	59.6%	94	↓	↓		
Q1 2017/18	70.0%	✓	85.7%	63	↑	↑		
Q2 2017/18	70.0%	✓	73.7%	76	↑	↓		



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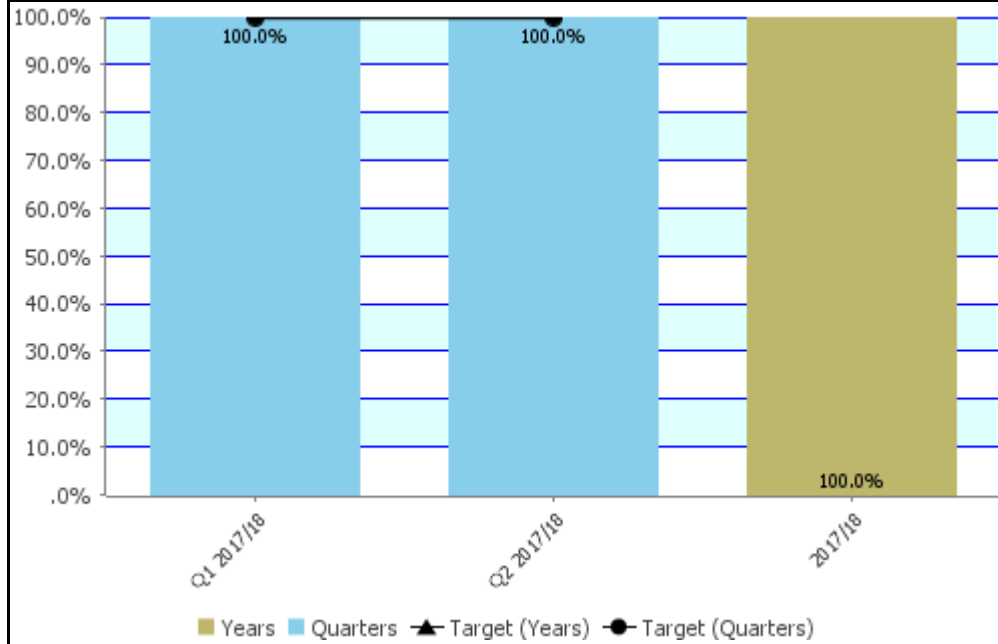
Performance in this indicator was **74%** compared to the Shire average of **84%**. The figure compared with **86%** in the previous quarter. The average time taken to process an application in this indicator at **9.4 weeks** does not compare favourably with the Shire average of **8.5 weeks**. This figure continues to reflect certain staffing and recruitment challenges facing the team but as staff are being recruited and settling in it is anticipated performance shall improve in the coming quarters.

Indicator		5.8 F - 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	90.25%	94.05%
Q2 2016/17	90%	✓	99.19%	124	↑	↑		
Q3 2016/17	90%	✓	97.12%	139	↑	↓		
Q4 2016/17	90%	✓	99.01%	101	↑	↑		
Q1 2017/18	95%	✓	97.71%	131	↑	↓		
Q2 2017/18	95%	✓	100%	115	↑	↑		



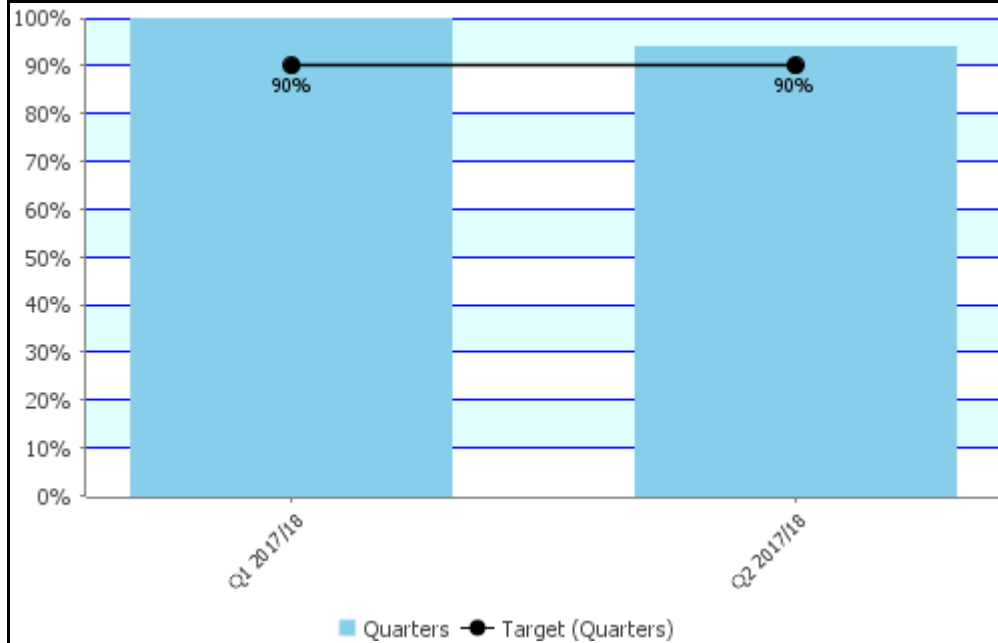
Performance has improved slightly this quarter.

Indicator		5.9 F - Attend potentially dangerous buildings within 4 hours of notification					Red T'hold	Amber T'hold
	Target	Status	Value	# notifications	Long Trend	Short Trend	95.0%	97.5%
Q2 2016/17	100.0%	No activity	DIV/0	0				
Q3 2016/17	100.0%	No activity	DIV/0	0				
Q4 2016/17	100.0%	No activity	DIV/0	0				
Q1 2017/18	100.0%		100.0%	1				
Q2 2017/18	100.0%		100.0%	1				



One dangerous building was reported this quarter and was responded to within the target four hour time period.

Indicator		5.10 F Percentage of building warrants and amendments issued within 10 days from receipt of all satisfactory information.					Red T'hold	Amber T'hold
	Target	Status	Value	Total number of applications	Long Trend	Short Trend	85.5%	89.1%
Q2 2016/17								
Q3 2016/17								
Q4 2016/17								
Q1 2017/18	90%	✓	100%	107	New measure no trend data	New measure no trend data		
Q2 2017/18	90%	✓	94%	100	↓	↓		



Performance has dipped slightly this quarter but remains above target.