

## REPORT TO THE BUCHAN AREA COMMITTEE, 17 APRIL 2018

### INFRASTRUCTURE SERVICES QUARTER 3 2017-2018 PERFORMANCE REPORT AND SERVICE PLAN UPDATE (ABERDEENSHIRE PERFORMS)

#### 1 Recommendations

The Committee is recommended to:

- 1.1 **Acknowledge the good performance achieved October - December 2017 (Quarter 3);**
- 1.2 **Consider those measures where performance is below expectations October – December 2017;**
- 1.3 **Note progress of actions set out in the Infrastructure Services Service Plan 2017 - 2020**
- 1.4 **Note the publication of the complete October - December 2017 Performance Report and Service Plan Update on Ward Pages and on the Council's website;**
- 1.5 **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 Buchan Area Committee with a summary of performance for Quarter 3 (October – December) 2017 and a summary of progress with actions set out in the Infrastructure Service's Service Plan 2017 – 2020.
- 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 of 1<sup>st</sup> 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 2 (July - September) was previously reported to this Committee on the 12 December 2017 (Item 10).
- 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 The table below provides a summary of performance for the 11 Area specific measures and compares this against the Aberdeenshire average. Full details of each measure are given in the performance bulletin published in the Ward Pages.

Measure	Target	Area Performance		Ab'shire Average Qrt 3 2017-18	Comparison to target
		Qrt 3 2016-17	Qrt 3 2017-18		
1.4 - The number of Trading Standards customer complaints and the percentage dealt with within 14 days	70%	92.3%	69%	71.0%	-1% (Amber)
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%	59.4%	67.3%	77.5%	+ 2.3% (Green)
1.6 %age of Domestic Noise Complaints Settled Without Attendance	No target	85.7%	No activity	86.5%	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	14.3%	No activity	13.5%	No target
4.1 - Street lighting Faults - Percentage completed within 7 days	90%	99.5%	99.6%	98.5%	+9.6% (Green)
5.1 - Percentage of household planning applications dealt with within two months	85%	94.7%	95.0%	95.7%	+10% (Green)
5.2 - Percentage of non-householder planning applications dealt with within two months	55%	66.7%	77.2%	81.0%	+22.2% (Green)
5.3 - Percentage of the total number of planning applications dealt with within two months	70%	74.6%	81.8%	86.9%	+4.6% (Green)
5.8 - Percentage of applications assessed for compliance with technical standards within 20 working days.	95%	85.87%	84.27%	92.33%	-10.73% (Red)
5.9 - Attend potentially dangerous buildings within 4 hours of notification	100%	No activity	100%	100%	0% (Green)
5.10 Percentage of building warrants and amendments issued within 10 days from receipt of all satisfactory information	90%	Revised measure	95.51%	92.76%	+5.51% (Green)

The table shows that 7 measures are on or above target (showing green). 1 measure is just below target (showing amber) and 1 measure is well below target (showing red). 2 measures do not have targets.

2.6 The Infrastructure Services Service Plan for 2017-2020 set out what actions the Service was taking in support of Council and Service priorities.

**Appendix B** to this Report summarises progress against 28 actions. As the majority of these actions span more than one year progress is assessed against what was planned to be achieved this year compared to what was actually achieved. Actions which appear on target to achieve all that was planned this year are shown as having progressed by 100%.

- 2.7 23 (82.1%) of the actions are assessed as being on target so far, only 5 (17.9%) are currently making less progress than planned. The five actions where progress has not been as planned are shown in the table below. It should be noted that for each action significant progress has been made.

1.1	Supporting The Delivery of Regeneration Actions in the 4 Priority Towns
1.5	Coordinating the delivery of the Council's Carbon Budget
2.2	Improve Energy Efficiency
2.3	Fuel Poverty
4.7	Increase Recycling Rates

A full description of the progress made with the Service Plan actions are given in the performance bulletin.

- 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

28/02/2018

# Buchan Area Quarter 3 2017/18 - Infrastructure Services - Area Measures Only

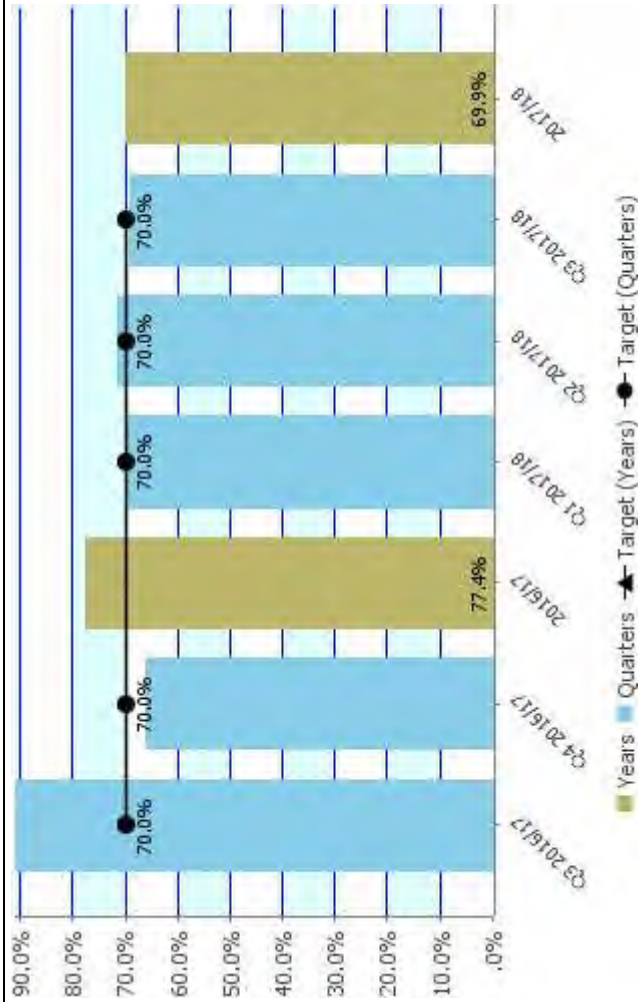
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Traffic Light: Red 1 Green 8 Unknown 2

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

Indicator	1.4 B - The number of Trading Standards customer 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%
Q3 2016/17	70.0%	✔	92.3%	26	←	←		
Q4 2016/17	70.0%	✘	65.9%	41	→	→		
Q1 2017/18	70.0%	✔	69.4%	36	→	←		
Q2 2017/18	70.0%	✔	71.4%	28	→	←		
Q3 2017/18	70.0%	⚠	69.0%	29	→	→		



This was a reasonable performance. Although the target was narrowly missed delays can be caused for a number of reasons including waiting for consumers, traders and third parties to provide further information. It is also very often preferable to be persistent in helping consumers obtain a satisfactory outcome and that can often involve discussions taking place over more than 14 days.

**ISBPSP2D Environmental Health - H&S Inspections; ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities**

Indicator	1.5 B - 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	
Q3 2016/17	65.0%	🔴	59.4%	69	➡	↔	60.0%
Q4 2016/17	65.0%	🔴	48.5%	66	➡	➡	
Q1 2017/18	65.0%	🔴	47.1%	68	➡	➡	
Q2 2017/18	65.0%	🟢	65.5%	55	➡	↔	
Q3 2017/18	65.0%	🟢	67.3%	55	➡	↔	

The percentage of broadly compliant premises remained at a similar level to previous quarters

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.

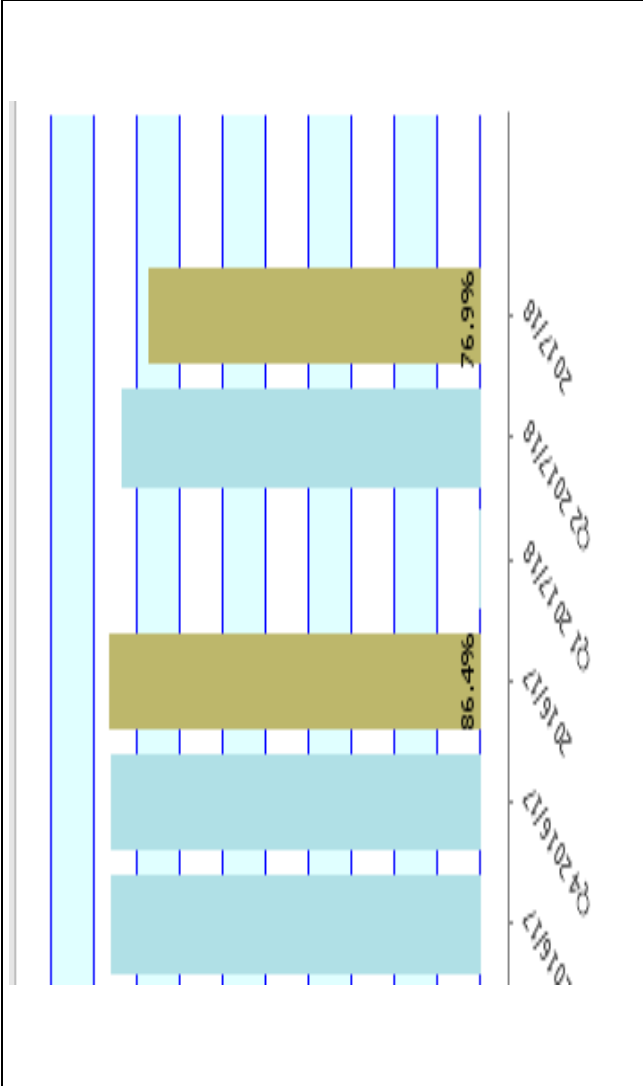
With regard to significant breaches of food law, critical to food safety, a Remedial Action Notice will be served on the food business operator prohibiting a specific activity or operation until such time as the contravention has been satisfactorily dealt with.

Quarter	Value (%)	Status
Q3 2016/17	59.4%	🔴
Q4 2016/17	48.5%	🔴
Q1 2017/18	47.1%	🔴
Q2 2017/18	65.5%	🟢
Q3 2017/18	67.3%	🟢

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

Indicator	1.6 B - %age of Domestic Noise Complaints Settled Without Attendance						Red T'hold	Amber T'hold
	Target	Status	Value	Complaints Received	Long Trend	Short Trend		
Q3 2016/17	No Target		85.7%	7	↑	→		
Q4 2016/17	No Target		85.7%	14	↑	→		
Q1 2017/18	No Target		.0%	1	→	→		
Q2 2017/18	No Target		83.3%	12	↑	↑		
Q3 2017/18	No Target		No activity	0	→	→		

There were no noise complaints in Buchan area this quarter.





Indicator	1.7 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	Short Trend		
Q3 2016/17	No Target		14.3%	8	→	→		
Q4 2016/17	No Target		16.7%	12	→	→		
Q1 2017/18	No Target		100.0%	1	←	←		
Q2 2017/18	No Target		16.7%	12	→	→		
Q3 2017/18	No Target		No activity	0	-	-		

Quarter	Value (%)	Target (%)
Q3 2016/17	14.3%	23.1%
Q4 2016/17	16.7%	23.1%
Q1 2017/18	100.0%	23.1%
Q2 2017/18	16.7%	23.1%
Q3 2017/18	0%	23.1%

There were no noise complaints in Buchan area this quarter.



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

Indicator	4.1 B - Street lighting Faults - Percentage completed within 7 days					Red T'hold	Amber T'hold
	Target	Status	Value	# street light repairs	Long Trend	Short Trend	
Q3 2016/17	90.0%	✓	99.5%	216	↑	→	
Q4 2016/17	90.0%	✓	96.7%	150	→	→	
Q1 2017/18	90.0%	✓	98.4%	61	↑	←	
Q2 2017/18	90.0%	✓	100.0%	90	↑	←	
Q3 2017/18	90.0%	✓	99.6%	264	↑	→	

Quarter	Actual Performance (%)	Target (%)
Q3 2016/17	99.5%	90.0%
Q4 2016/17	96.7%	90.0%
Q1 2017/18	98.4%	90.0%
Q2 2017/18	100.0%	90.0%
Q3 2017/18	99.6%	90.0%

There was a slight fall in performance this quarter but the number of repairs carried out significantly increased. Only one repair out of 264 was not completed within target.

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

Indicator	5.1 B - 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%
Q3 2016/17	85.0%	✓	94.7%	19	↑	↑		
Q4 2016/17	85.0%	✓	90.0%	10	↑	→		
Q1 2017/18	85.0%	✓	100.0%	18	↑	↑		
Q2 2017/18	85.0%	✓	100.0%	15	↑	▬		
Q3 2017/18	85.0%	✓	95.0%	20	↑	→		

Quarter	Actual Performance (%)	Target (%)
Q3 2016/17	91.9%	85.0%
Q4 2016/17	85.0%	85.0%
Q1 2017/18	85.0%	85.0%
Q2 2017/18	85.0%	85.0%
Q3 2017/18	98.1%	85.0%

Overall performance for Household applications determined within the 2 month determination period in this Quarter is recorded as 95%. This is a slight reduction as the previous Quarter (100%). This figure continues to exceed the Aberdeenshire target of 85%. The average weeks taken to process an application is recorded at 6.3. This is an improvement on the average weeks recorded in the previous Quarter (7.2 weeks). The Aberdeenshire target is 6 weeks. The figures equate to only 1 out of 20 applications determined failing to meet the 2 month target. Focus is being maintained on the importance of achieving efficient performance in this category.

Indicator	5.2 B - 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	
Q3 2016/17	55.0%	✓	66.7%	48	↔	↔	52.3%
Q4 2016/17	55.0%	✗	32.7%	55	↔	↔	
Q1 2017/18	55.0%	✓	61.0%	41	↔	↔	
Q2 2017/18	55.0%	✓	59.2%	49	↔	↔	
Q3 2017/18	55.0%	✓	77.2%	57	↔	↔	

Quarter	Value (%)	Target (%)
Q3 2016/17	57.4%	55.0%
Q4 2016/17	32.7%	55.0%
Q1 2017/18	61.0%	55.0%
Q2 2017/18	59.2%	55.0%
Q3 2017/18	77.2%	55.0%

Please note that the figures below do not include planning applications that were the subject of Planning Processing Agreements (PPAs). In total for the Buchan Area in this reporting period 27 Local Development planning applications were the subject of PPAs with 14/27 (52%) being determined within their agreed periods.

Overall performance for Non-household applications determined within the 2 month determination period in this Quarter is recorded as 77%. The previous Quarter reported a figure of 59%. The recorded figure continues to exceed the Aberdeenshire target of 55%. The average weeks taken to process an application is recorded at 10.4 which is a marginal improvement on the 11.8 week figure recorded in the previous quarter. The Aberdeenshire target is 11 weeks. 13 of the 57 applications determined failed to meet the 2 month target. The figures demonstrate a commitment by the team to retain a high level of performance in this category whilst determining more applications in the quarter (57) than the 49 in the previous quarter.

Indicator	5.3 B - 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	
Q3 2016/17	70.0%	✔	74.6%	67	↗	↔	66.5%
Q4 2016/17	70.0%	✘	41.5%	65	↘	↗	
Q1 2017/18	70.0%	✔	72.9%	59	↗	↔	
Q2 2017/18	70.0%	✔	68.8%	64	↗	↘	
Q3 2017/18	70.0%	✔	81.8%	77	↗	↔	

Please note that the figures below do not include planning applications that were the subject of Planning Processing Agreements (PPAs). In total for the Buchan Area in this reporting period 27 Local Development planning applications were the subject of PPAs with 14/27 (52%) being determined within their agreed periods.

Overall performance for all Local Developments determined within the 2 month determination period in this Quarter is recorded as 82%. The previous Quarter reported a figure of 69%. The recorded figures exceed the Aberdeenshire target of 70%. The average weeks taken to process an application is recorded at 9.3 weeks. In the previous Quarter the average weeks recorded was 10.8 weeks. The Aberdeenshire target is 11 weeks. The figures represent an overall improvement in performance for all Local Development applications with 63 out of 77 applications being determined within the 2 month determination period. Overall performance therefore remains high for all Local Developments and reflects the efforts of the team to focus on performance objectives in what has been a challenging year with high staff turnover, training requirements and bedding in periods.

Quarter	Actual Performance (%)	Target (%)
Q3 2016/17	74.6%	70.0%
Q4 2016/17	41.5%	70.0%
Q1 2017/18	72.9%	70.0%
Q2 2017/18	68.8%	70.0%
Q3 2017/18	81.8%	70.0%



Indicator	5.8 B - 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		
Q3 2016/17	90%	▲	85.87%	92	→	→		
Q4 2016/17	90%	●	96.55%	116	←	←		
Q1 2017/18	95%	●	81.71%	82	→	→		
Q2 2017/18	95%	●	81.71%	82	→	-		
Q3 2017/18	95%	●	84.27%	89	→	→		

Quarter	Actual Value	Target (Years)	Target (Quarters)
Q3 2016/17	85.87%	90%	90%
Q4 2016/17	96.55%	90%	90%
Q1 2017/18	81.71%	95%	95%
Q2 2017/18	81.71%	95%	95%
Q3 2017/18	84.27%	95%	95%

Although performance has improved slightly this quarter it remains below target due to unexpected resourcing issues.

Indicator	5.9 B - 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%
Q3 2016/17	100.0%	No activity	DIV/0	0	[Progress Bar]	[Progress Bar]							
Q4 2016/17	100.0%	[Green Checkmark]	100.0%	3	[Progress Bar]	[Progress Bar]							
Q1 2017/18	100.0%	[Green Checkmark]	100.0%	1	[Progress Bar]	[Progress Bar]							
Q2 2017/18	100.0%	No activity	DIV/0	0	[Progress Bar]	[Progress Bar]							
Q3 2017/18	100.0%	[Green Checkmark]	100.0%	1	[Progress Bar]	[Progress Bar]							

The one dangerous building which was reported this quarter was responded to within the target four hour time period.

Quarter	Years (%)	Quarters (%)	Target (Quarters) (%)
Q4 2016/17	100.0%	100.0%	100.0%
Q1 2017/18	100.0%	100.0%	100.0%
Q2 2017/18	100.0%	100.0%	100.0%
Q3 2017/18	100.0%	100.0%	100.0%

Indicator	5.10 B 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		
Q3 2016/17								
Q4 2016/17								
Q1 2017/18	90%	✔	97.65%	85	Revised measure	Revised measure		
Q2 2017/18	90%	✔	91.58%	95	→	→		
Q3 2017/18	90%	✔	95.51%	89	←	←		

Performance indicator target has been met.

Quarter	Value (%)	Target (%)
Q1 2017/18	90%	90%
Q2 2017/18	91.58%	90%
Q3 2017/18	95.51%	90%



**SUMMARY OF PROGRESS WITH SERVICE PLAN ACTIONS  
OCTOBER – MARCH 2017/2018**

Service	No. Of Actions	On Schedule	Behind Schedule
Economic and Protective Services	10	8 (80%)	2 (20%)
Housing	3	1 (33%)	2 (67%)
Transportation	4	4 (100%)	0 (0%)
Roads, Landscape Services & Waste	9	8 (88.9%)	1 (11.1%)
Planning and Building Standards	2	2 (100%)	0 (0%)
Totals	28	23 (82.1%)	5 (17.9%)