

REPORT TO INFRASTRUCTURE SERVICES COMMITTEE, 23 AUGUST 2018

INFRASTRUCTURE SERVICES QUARTER 4 AND YEAR END 2017-2018 PERFORMANCE REPORT (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 **Acknowledge the good performance achieved January – March 2018 (Quarter 4) and year end 2017-2018;**
- 1.2 **Consider those measures where performance is below expectations January – March 2018 and year end 2017-2018;**
- 1.3 **Note the publication of the complete January – March 2018 and year end 2017 – 2018 Performance Bulletin on Ward Pages; and**
- 1.4 **Advise the Director to continue to report, by exception, to Committee quarterly on performance measures against service objectives.**

2 Background / Discussion

- 2.1 The purpose of this report is to provide the Infrastructure Services Committee with a summary of performance for Quarter 4 (January - March 2018) and year end 2017-2018.
- 2.2 This report covers the quarterly and annual 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 this Committee at its meeting of 1st June 2017 (Item 8). At that time the Committee agreed to receive reports setting out performance against key measures every quarter. Performance covering Quarter 3 (October – December 2017) was previously reported to this Committee on the 15th March 2018 (item 6).
- 2.3 Quarterly Measures - **Appendix A** to this report summarises the performance of 24 quarterly measures. The table provided compares performance against target (if set) and against performance in the previous period last year.

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.
- 2.4 It can be seen that the majority of the quarterly measures reported are on or above the relevant target, also that the majority of the quarterly measures show improvement compared to last year.
- 2.5 Annual Measures - **Appendix B** to this report summarises performance of 17 annual measures. The table provided compares performance against target (if

set) and against performance last year. It can be seen that the majority of the annual measures reported are on or above the relevant target, also that a small majority of the annual measures show a decline in performance since last year, with some still exceeding targets but by a reduced amount.

- 2.6 Detailed analysis of the Infrastructure Services performance indicators presented in this report are given in the performance bulletin which accompanies this report and has been published on the ward pages.
- 2.7 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 this item in terms of Section F.7.1 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to the scrutiny of performance in relation to the Service Plan 2017-20 for Infrastructure Services as approved by Infrastructure Services Committee on 1st June 2017.

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 the purpose of this report is 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
05/07/2018

| IS Quarterly Performance Measures Quarter 4 2017-2018 | | | | | | | APPENDIX A |
|---|-----------------|---------------------|------------------|------------------|--------------|----------------------|------------|
| Measure | Target | Last Year's Average | Jan - March 2018 | Jan - March 2017 | Difference | Comparison to Target | |
| 1.1 Through assistance provided by the Business Gateway: The number of business start-ups per year. | 137 per quarter | 146 | 70 | 80 | -10 (-13.5%) | -67 (-51%) | |
| 1.3 Employment Support Team - Number of individuals transferred to employment | 50 | Revised measure | 102 | 64 | +38 (+159%) | +52 (204%) | |
| 1.4 The number of Trading Standards customer complaints received and the percentage dealt with within 14 days (SPI) | 70% | 70.9% | 71.9% | 65.6% | +6.3% | 102.7% | |
| 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% | 65.35 | 76.5% | 64.6% | +11.9% | 117.7% | |
| 1.6 Percentage of Domestic Noise Complaints Settled Without Attendance | No target | 84.2% | 90.2% | 87.3% | +2.9% | No target | |
| 1.7 Percentage of Domestic Noise Complaints Settled With Attendance Not Under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 | No target | 15.8% | 9.8% | 12.7% | -2.9% | No target | |
| 1.8 (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site | No target | 22.25 hours | 42 hours | 42 hours | 0 | No target | |
| 3.1 Vehicle Test Reports - percentage of vehicles that finally pass | 90% | 98.99% | 97.22% | 97.5% | -0.28% | 108.02% | |
| 4.1 Street lighting Faults - Percentage completed within 7 days | 90% | 94.5% | 93.0% | 95.5% | -2.5% | 103.3% | |
| 4.2 Percentage of household waste collected by the authority during the year that was recycled and composted (S) | 45% | 45.5% | 38.2% | 41.5% | -3.3% | 84.9% | |

| Measure | Target | Last Year's Average | Jan - March 2018 | Jan – March 2017 | Difference | Comparison to Target |
|---|-----------|---------------------|------------------|------------------|-----------------|----------------------|
| 5.1 Percentage of household planning applications dealt with within two months (SPI) | 85% | 91.6% | 96.7% | 93.3% | +3.4% | 109.7% |
| 5.2 Percentage of non-householder planning applications dealt with within two months (SPI) | 55% | 60.9% | 82.2% | 56.9% | +25.3% | 149.5% |
| 5.3 Percentage of the total number of planning applications dealt with within two months | 70% | 71.7% | 87.4% | 68.3% | +19.1% | 124.9% |
| 5.4a Other types of planning applications –the percentage dealt with within two months | 55% | 82.96% | 96.08% | 81.82% | +14.26% | 174.69% |
| 5.4b Other types of planning applications – average time taken to deal with application (weeks) | 11 weeks | 9.19 weeks | 8 weeks | 10.6 weeks | -2.6 weeks | 72.73% |
| 5.5 Number and percentage of processing agreements dealt with within agreed timescales | 100% | 93.5% | 91.7% | 90.2% | +1.5% | 91.7% |
| 5.6 Applications with Legal Agreements – average time to conclude (weeks) | 32 weeks | 66.08 weeks | 40.5 weeks | 50.8 weeks | -10.3 weeks | 126.56% |
| 5.7 The percentage of applications for Works to TPO Protected Trees dealt with within 8 weeks. | 80% | 91.89% | 100% | 90.91% | +9.01% | 125% |
| 5.8 Percentage of applications assessed for compliance with technical standards within 20 working days. | 95% | 92.83% | 93.13% | 95% | -1.87% | 98.03% |
| 5.9 Attend potentially dangerous buildings within 4 hours of notification | 100% | 100% | 100% | 100% | 0 | 100% |
| 5.10 Percentage of building warrants and amendments issued within 10 days from receipt of all satisfactory information. | 90% | Revised measure | 94.65% | Revised measure | Revised measure | 105.17% |
| 5.17 The average time taken to deal with a household planning application (in weeks) | 6 weeks | 7.21 weeks | 7 weeks | 6.9 weeks | +0.1 weeks | 116.67% |
| 5.18 The average time taken to deal with a non-householder planning application (weeks) | 11 weeks | 14.03 weeks | 9.4 weeks | 13.7 weeks | -4.3 weeks | 85.45% |
| 6.1 Sickness absence rates - percentage of time lost due to sickness | No target | 3.66% | 5.09% | 3.95% | +1.14% | No target |

| IS Annual Performance Measures (at end of reporting year) 2017-2018 | | | | | | APPENDIX B |
|--|-------------|--------------|--------------|---------------|----------------------|-------------------|
| Measure | Target | 2017/18 | 2016/17 | Difference | Comparison to Target | |
| 1.9 Provide grants and loans through the Support for Aberdeenshire Business Scheme: Number of businesses helped. | 35 | 34 | 37 | -3 | 97.14% | |
| 1.10 Provide grants and loans through the Support for Aberdeenshire Business Scheme: Number of jobs created or safeguarded | 90 | 97.5 | 121 | - 23.5 | 108.33% | |
| 1.11 %age Unemployed people assisted into work from Council operated/funded Employability Programme | 13.96% | 4.1% | 6.79% | - 2.69% | 29.37% | |
| 1.15 Trading Standards – percentage of high risk premises visited within the timescales | 95% | 90.3% | 94.3% | - 4.0% | 95.1% | |
| 4.4 Percentage of A Class Roads that should be considered for maintenance | 32.0% | 26.6% | 24.8% | + 1.8% | 83.1% | |
| 4.5 Percentage of B Class Roads that should be considered for maintenance | 32.0% | 24.0% | 21.4% | + 2.6% | 75% | |
| 4.6 Percentage of C Class Roads that should be considered for maintenance | 32.0% | 22.0% | 18.5% | + 3.5% | 68.8% | |
| 4.7 Percentage of Unclassified Roads that should be considered for maintenance | 32.0% | 29.4% | 30.3% | - 0.9% | 91.9% | |
| 4.8 Total Percentage of Roads that should be considered for maintenance | 32.0% | 26.2% | 24.9% | + 1.3% | 81.9% | |
| 4.21 The overall cleanliness index achieved following inspection of a sample of streets and other relevant land. | 93.9% | 92.8% | 96.6% | - 3.8% | 98.8% | |
| 5.11 Availability of Marketable Employment land | 60 hectares | 298 hectares | 341 hectares | - 43 hectares | 496.67% | |

| Measure | Target | 2017/18 | 2016/17 | Difference | Comparison to Target |
|--|-----------|----------------|----------------|---------------|----------------------|
| 5.12 Housing Land Audit – AHMA | 5 years | 8.1 years | 7.2 years | + 0.90 years | 162% |
| 5.13 Housing Land Audit - RHMA | 5 years | 5.6 years | 5.6 years | 0 | 112% |
| 5.14 Average time (in weeks) to determine major planning application | No target | 62.2 weeks | 87.4 weeks | -25.2 weeks | No target |
| 5.15 Number of major planning applications determined during the year. | No target | 15 | 23 | -8 | No target |
| 5.16 The length of path in the Core Paths Plan opened or improved annually | 10 km | 10.27 km | 5.12 km | +5.15 km | 102.7% |
| 6.2 Quantity of energy consumed by Council street lights (kwh) | No target | 15,563,069 Kwh | 16,846,567 Kwh | 1,283,498 Kwh | No target |