

Service:	Infrastructure Services
P.I. Reporting Period:	Quarter 4 (January to March 2018)
Date Reporting to Committee:	28 August 2018

No.	Question/Query	Service Response
1.	Request that officers ensure that the full report has been published on Ward Pages;	The Bulletin has now been published. It was the intention to publish at least a week before the Committee but this did not happen for some reason. The responsible officer sends his apologies to the Committee for the oversight.
2.	Seek clarification as to whether the cases referred to in PI 1.4G are all new cases;	The Trading Standards Manager has confirmed that the measure refers to all new cases received within the quarter.
3	Request that the Service provide a clear and detailed update on why PI 5.8G is consistently not being met;	<p>The 20 day to first response target is a national target set by the Building Standards Division and when it was revised from 90% to 95% it was acknowledged as being a challenging target.</p> <p>While there has been resourcing issues across Aberdeenshire, within the Garioch office, this has been particularly problematic and unforeseen involving a resignation, maternity leave, and ill health.</p> <p>In such circumstances we would normally re-distribute applications to other area offices to process but unfortunately for similar unforeseen reasons this was not possible.</p> <p>Steps have now been taken within the Garioch office to improve resources – an officer has been relocated from another Area to support the Garioch team and the figure should now start to improve. Because the resourcing issue went on for so long the pace of improvement is likely to be slow at first but the rate should pick up over time.</p>