

## REPORT TO BANFF & BUCHAN AREA COMMITTEE 21 JUNE 2022

### ENVIRONMENT AND INFRASTRUCTURE SERVICES PERFORMANCE UPDATE OCTOBER – END OF MARCH 2022 (ABERDEENSHIRE PERFORMS)

#### 1 Executive Summary/Recommendations

1.1 To provide the Banff & Buchan Area Committee with an update on key performance and outcome indicators which will help demonstrate how we are delivering the Council's strategic priorities in the Area. The report will inform and allow Elected Members to fulfil their scrutiny role and hold Officers to account for the performance of the service.

#### 1.2 Recommendations

**The Committee is recommended to:**

**1.2.1 consider and comment on performance made during the period 1 October – 31 March 2022; and**

**1.2.2 instruct the Director of Environment & Infrastructure Services to continue to present performance reports to the Committee on a six-monthly basis in order to evidence progress with the delivery of the actions set out in the Area Plan 2021 – 2022.**

#### 2 Decision-Making Route

2.1 A revised Council Plan for the period 2020 – 2022 was adopted by Aberdeenshire Council on the 7 October 2020 (Item 3). The Council Plan sets out the outcomes (Council Priorities) expected for six strategic priorities. In all, 27 Council Priorities (outcomes) were identified.

2.2 Full Council also agreed on 7 October 2020 that Directorate Plans and Area Plans would be produced. The Environment & Infrastructure Services Directorate Plan which covers the period October 2020 – April 2022 was approved by the Infrastructure Services Committee at its meeting of the 11 March 2021 (Item 5).





2.3 The Banff & Buchan Area Plan was approved by the Banff & Buchan Area Committee on 25 May 2021 (item 7) following informal consultation with the Area Committee in March and April 2021.

2.4 During development of the Area Plans, the majority of Area Committees requested that separate performance reporting should take place for each of the 3 Directorates (and Health and Social Care when available) to allow time for greater scrutiny. This is the reason why this report covers measures for Environment & Infrastructure Services only. A report on E&IS performance for the period 1 April – 30 September was presented to the Area Committee on 15 February 2022 (item 8).

### 3 Discussion

3.1 **Appendix 1** to this report provides details of the 13 Area Specific quarterly measures for Environment & Infrastructure Services.

3.2 Performance with the 13 Area Specific quarterly measures shown in Appendix 1 can be summarized as follows:-

	Status	Number of Measures	Percentage
On or above Target (Green)		10	76.9%
Below Target (Amber)		0	0
Below Target (Red)		1	7.7 %
No Target		2	15.4%
Total		13	100%

3.3 7 Indicators show exceptional performance this quarter (5% or more above target). These include:-

- Current tenant arrears – this has fallen to 3.1% of gross rent due and is well below the target of 4.6%.
- Average time to resolve homelessness cases – although the average time taken rose in Quarter 4 to 61.3 days, this was still well within the target of 137 days.
- The percentage of Street Lighting Faults completed with 7 days exceeded target this quarter. However the target was reduced because the strategic priority has moved to focus on completing the LED replacement programme rather than repairing existing lights.
- Performance processing planning applications exceeded target across all three measures in Quarter 4. However performance processing non-householder planning applications within 2 months and the percentage of overall planning applications being dealt with within two months was exceptional.
- Percentage of building warrants and amendment applications issued within 10 days from receipt of all satisfactory information increased to 100 in Quarter 4, greatly exceeding the target of 90%.
- The number of Trading Standards customer complaints dealt with within 14 days has improved slightly this quarter to 77.3% and is well above the target of 70%.




3.4 There was only 1 measure showing performance below expectations (i.e., 5% or more below target and showing red) this quarter. This was for Void Rent Loss. The level rose to 3.7% as a percentage of rent due and is above the

target of 2.9%. A large contributing factor to this figure was voids in Sheltered Housing which were very difficult to let during the pandemic. Progress is now being made letting the back-log of Sheltered Housing properties.

- Percentage of non-household planning applications dealt with within two months improved to 60% but was still below the target of 65%.
- The combined performance for both sets of planning applications also showed a large improvement to 69.4% but was still below target of 75%.

3.5 The two measures without targets relate to the number of noise complaints received and whether they were settled after attendance on site or not. As the service has no control over the number of complaints received or the nature of each complaint it was felt that no meaningful target could be set.

3.6 **Appendix 2** to this report provides details of the 8 service wide quarterly measures. Performance with these measures can be summarised as follows:-

	Status	Number of Measures	Percentage
<b>On or above Target</b>		1	12.5%
<b>Below Target (Amber)</b>		1	12.5%
<b>Below Target (Red)</b>		6	75.0%
<b>Total</b>		8	100%

3.7 The only measure showing above target (Green) concerns the percentage of other types of planning applications dealt with within two months. 25 out of 30 applications were dealt with within 2 months (83.33% compared to a target of 80%.) Overall the target was exceeded by 4.2%.

3.8 6 Aberdeenshire-wide quarterly measures showed performance below expectations (red). These included:-

- Percentage of householder waste that was recycled or composted – this was 37.6% in Quarter 4 compared to the target of 45% (26.5% below target). The annual measure shows that of 41.1% of waste collected was composed or recycled. Note the figure for 2021 is an estimate only and not to be published outwith the Council until SEPA have completed their audit of our data and published the figures (usually September). This rate has seen a slight improvement from the 2020 recycling rate, with slight increases in the material streams that were down the year before such as garden waste, rubble, soil, and plasterboard. Unfortunately, when tendering for the new contract for wood, only 1 bid was received which has resulted in wood currently being sent as biomass fuel (not composting as previously) therefore although diverted from landfill, this tonnage does not count towards the recycling rate. Covid was still a factor for this year with

recycling materials such as soil, rubble, and plasterboard not quite at pre-covid tonnages yet.

- Other types of planning applications – average time to deal with an application increased to 11.3 weeks in Quarter 4 which is 41% longer than the target of 8 weeks.
- Percentage of processing agreements dealt with within the agreed timescales – this fell to 82.7% in Quarter 4 and is 17.3% below the target of 100%.
- Applications with Legal Agreements – average time to conclude agreement reduced slightly to 52.8 weeks in Quarter 4 but this was still 65% outside the target of 32 weeks.
- The Average time to deal with Householder planning applications – this reduced slightly to 7.4 weeks in Quarter 4 but was still 23% above the target of 6 weeks.
- Average time to deal with non-householder planning applications – this decreased slightly in Quarter 4 to 14 weeks but was still 27% longer than the target of 11 weeks.

3.9 Environment and Infrastructure reports on a range of annual measures. Some of these are reported to the Improvement Service as Local Government Benchmarking Framework Measures (LGBF). A report covering all Aberdeenshire LGBF measures for the year 2020 – 2021 was considered by the Council's Strategic Leadership Team in April. The results for Environment and Infrastructure are shown in **Appendix 3**.

3.10 28 measures are shown in Appendix 3. Each has been ranked to show its relative position against the other Councils in Scotland. A summary of the relative ranking is shown in the table below:-

<b>Quartile</b>	<b>Number of Measures</b>
Quartile 1 (Top)	6 (21.4%)
Quartile 2	8 (28.6%)
Quartile 3	8 (28.6%)
Quartile 4	6 (21.4%)
<b>Total</b>	<b>28 (100%)</b>

It is corporate policy that each service should consider what actions it will take to improve those measures in Quartiles 3 and 4. Environment & Infrastructure has reviewed these measures and has reported back its response to the Corporate Improvement Team.

3.11 Waste related measures (**SENV02a: Net waste disposal cost per premises & SENV6: % of total household waste arising that is recycled**).

The Head of Environment & Sustainability (E&S) has confirmed that these will be addressed by existing actions already in the E&IS Directorate Plan and Area Plans. These actions include the rollout of the new 3-weekly collection system from Spring 2023 and the opening of the EfW Plant in winter 2022/spring 2023. There are no additional actions which would be included in the E&IS Improvement plan and the systems will be rolled out pan Aberdeenshire.

3.12 Housing related measures (**SHSN02: % of rent due in the year that was lost due to voids, SHSN03: % of council dwellings meeting Scottish Housing Standards; SHSN04b: Average time taken to complete non-emergency repairs; SHSN05a: % of council dwellings that are energy efficient**)

The Head of Housing and Building Standards has reported that no further actions are planned at this stage.

Following the Best Value Audit an action plan was developed to improve the void performance and much progress has been achieved to date. It remains an on-going action within the Housing Service Plan. A number of changes have already been implemented over the last 30 months or so. Due to the high percentage of Sheltered Housing stock Housing has been severely impacted by restrictions in lettings which has resulted in long void periods. This will take some time to work itself out as once let they heavily impact the average. There are also national issues impacting around change of meters (required when changing heating, etc and currently very difficult to get programmed in) and material shortages.

Housing also has an on-going Housing Improvement Programme (HIP) and Energy Efficiency Standard for Social Housing (EESH) programme which will eventually address the issues in indicators SHSN03 and SHSN05a.

With regards indicator SHSN04b relating to the average time to undertake non-emergency repairs, as they are non-emergency Housing works with tenants to arrange a suitable time and feels that this is more important than timescales. As the service moves to more and more appointments, this indicator becomes meaningless. There are impacts from material issues here also.

3.13 Protective Service Related Measures ( **SENV5: Cost of Trading Standards and environmental health per 1,000 population & SENV5b: Cost of environmental health per 1,000 population £** )

The Service Manager for Environmental Health and Trading Standards advises that Protective Services will be carrying out a service review this year, part of which will consider the cost of the Service and opportunities for efficiencies. In addition, the service has a number of new duties which have,

or are coming, on stream, such as animal licensing, short term let licensing, issuing export health certificates for products of animal origin exported to Europe, and Feed inspection. A number of these duties can be charged for, or we receive a fee for carrying out. It is the intention of Protective Services, later this year following the Service Review, to review their fees and charges to ensure full cost recovery.

- 3.14 Economic Development related measures ( **SECON1: % Unemployed people accessing jobs via Council funded / operated employability programmes; SECON06: Investment in Economic Development and Tourism (per 1,000 population); SECON07: Proportion of People Earning Less than the Living Wage; SECON08: Proportion of Properties Receiving Superfast Broadband**).

The Service Manager for Economic Development has responded as follows:-

*Unemployed people accessing jobs via the Council funded/operated employability programme (SECON1).* This is not a concern as it reflects the better than average unemployment figures for the area. The action here is to continue to develop our employability programmes in conjunction with Scottish Government and the Local Employability Partnership.

*Investment in Economic Development and Tourism (SECON06)* - There is a misinterpretation of the data here. The strategy is to increase spend in this area. Aberdeenshire is above average on this measure according to LGBF data for 2020/21. No further action required.





*Proportion of people earning less than the living wage (SECON07)* Not a specific action, but the service will continue to work to encourage economic development that results in fair work jobs.

*Proportion of people receiving superfast broad band (Secon08)* There is limited power for local authority to change this. Aberdeenshire has a digital engagement team in place, but early signs are that R100 is behind schedule and this region remains the worst mainland local authority in Scotland. So no specific action.

*Immediately available employment land as a % of total land allocated for employment purposes in the local development plan (SECON10):* - No specific action has been put forward for this as it will be addressed by the latest Local Development Plan.

- 3.15 **Appendix 4** to this report provides details of 25 annual measures for Environment and Infrastructure Services. These measures are a mixture of Statutory Performance Indicators and Management Indicators. Each indicator shows which Strategic Priority and Council Priority (Outcome) that it supports.
- 3.16 Performance with the 25 annual measures shown in Appendix 4 can be summarised as follows:



	Status	Number of Measures	Percentage
<b>On or above Target</b>		15	60%
<b>Below Target (Amber)</b>		1	4%
<b>Below Target (Red)</b>		3	12%
<b>No Target</b>		6	24%
<b>Total</b>		25	100%

- 3.17 A number of indicators show exceptional performance in the past year: 5 of these relate to the condition of the road network. All measures show green and the measure for the percentage of the total network that should be considered for maintenance treatment shows 22.6% which is well inside the target of 32%.

Two of the road accident statistics for the previous year are promising. The actions Aberdeenshire Council and its partners are taking to meet the targets set out in the Scottish Road Safety Framework to 2030 are set out in the Road Safety Plan 2021-2030.

- 3.18 There were 3 measures well below target showing red.

The first relates to the assistance provided by Business Gateway to encourage business start-ups. Fewer start-ups were supported last year for a number of reasons related to issues around Covid and more people moving back into employment rather than starting up a business.

The second relates to the proportion of properties receiving superfast broadband. As a rural authority we will never have the same connectivity as can be achieved within large towns and cities. Statistics for 2021 show that 83.7% of properties in Aberdeenshire have access up superfast broad band but only 13.7% have access to the latest full-fibre broad band with gigabit capable speeds. Openreach have the monopoly of infrastructure in the north east.

The third measure showing red is the road safety indicator to reduce by 50% the number of people seriously injured on our roads. The statistics show a continuing downward trend which is encouraging. However a new target was introduced in 2020 and this measure is currently outwith the target. However the aim is to achieve a sustainable reduction of 50% in casualty rates by 2030. This just indicates that although the number of casualties on north east roads has been significantly reduced in recent years, a lot more work is required to maintain this trend as we work towards our shared local and national vision of zero road fatalities and serious injuries across Aberdeenshire by 2050.

#### 4 Council Priorities, Implications, and Risk

4.1 In October 2020 Full Council approved the new Council Plan for Aberdeenshire Council for the period of 2020-2022. The Plan sets out the strategic priorities for Aberdeenshire Council under three pillars:-

Pillar	Priority
Our People	Education Health & Wellbeing
Our Environment	Infrastructure Resilient Communities
Our Economy	Economy & Enterprise Estate Modernisation

4.2 Underpinning the Priorities are a number of key principles. They are right people, right places, right time; responsible finances; climate and sustainability; Community Planning Partnership Local Outcome Improvement Plans; human rights and public protection; tackling poverty and inequalities; and digital infrastructure and economy.

4.3 These performance measures help deliver the Strategic Priorities of:-

Health and Wellbeing within the pillar of “Our People”.

Infrastructure and Resilient Communities within the pillar of “Our Environment”.

Economy & Enterprise within the pillar of “Our Economy.”

4.4 The table below shows whether risks and implications apply if the recommendations are agreed.

Subject	Yes	No	N/A
Financial			X
Staffing			X
Equalities and Fairer Duty Scotland			X
Children and Young People’s Rights and Wellbeing			X
Climate Change and Sustainability			X
Health and Wellbeing			X
Town Centre First			X

4.5 The screening section as part of Stage One of the Integrated Impact Assessment process (IIA-000266) has not identified the requirement for any further detailed assessments to be undertaken as the report is a high-level scheduling and information document and does not have any differential impact on any of the protected characteristics.



4.6 The following Risks have been identified as relevant to this matter on a Corporate level:-

[Aberdeenshire Corporate Risks:](#)

- ACORP001 – budget pressures. Management of the business plan continues to provide mitigation.
  - ACORP005 – working with other organisations. Joint working arrangements are in place to work together to plan and deliver services.
  - ACORP006 - Reputation management (including social media).
  - ACORP007 – social risk. The strategy uses the housing need and demand assessment to project future household need, economic and demographic change.
  - ACORP009 – operational risk management (including health and safety). Health and safety policies and a housing health and safety group provide mitigation and monitoring.
  - ACORP010 – environmental challenges, e.g. extreme weather events, climate change. The business continuity plan and emergency response contingency provision provide mitigation.
- 4.7 The risk register for Environment and Infrastructure Services has identified a number of risks at a strategic level associated with each Outcome. Those most relevant to the actions covered by this report are detailed in ISR001 – ISR017 which relate to Housing activities. The Directorate Risk Register can be found [here](#).
- 4.8 Mitigation of risks is addressed through a range of plans and also the Directorate Business Continuity Plan, which identifies E&IS Critical Activities and puts in place plans to ensure the service has the ability to continue to operate and deliver these vital services. Additionally, each Head of Service assumes responsibility for each of the identified risks and ensures that appropriate plans for mitigation are put in place and reviewed regularly.
- 4.9 As this report is only to inform the Committee about performance there are no equalities, staffing, or financial implications associated with the report.

## **5 Scheme of Governance**

- 5.1 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and had no comments to make and are satisfied that the report complies with the Scheme of Governance and relevant legislation.
- 5.2 The Committee is able to consider [and take a decision on] this item in terms of Section B 1.2 of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to powers to consider, comment on, make recommendations to Services and any other appropriate Committee on any matter or policy which impacts its Area.

## **Alan Wood Director Environment & Infrastructure Services**

Report prepared by Alan Morris, Service Development Coordinator

Date 9 May 2022

### **List of Appendices**

**Appendix 1** Environment & Infrastructure Services Banff & Buchan Area Specific Quarterly Measures October – March 2022

**Appendix 2** Environment & Infrastructure Services Aberdeenshire Wide Quarterly Measures October – March 2022

**Appendix 3** Environment & Infrastructure Services LGBF Measures 2020 - 2021

**Appendix 4** Environment & Infrastructure Services Annual Measures 2021 - 2022

**APPENDIX 1**

**Banff & Buchan EIS Area Measures Quarter 4 2021 - 2022**



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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				

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome): Everyone having access to appropriate accommodation and housing support where required**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
BB - Current Tenant Arrears as a % of Gross Rent Due	4.6%	4.6%	4.8%	Q4 2020/21	3.0%	14,957,835		
				Q1 2021/22	2.9%	15,491,378		
				Q2 2021/22	3.3%	15,482,989		
				Q3 2021/22	3.4%	15,483,941		
				Q4 2021/22	3.1%	15,527,578		

The value of Current Tenant Arrears as a proportion of total rent due in Banff and Buchan has remained fairly consistent since the start of 2019/20 and remains significantly better than target, despite an increase in Q2 and Q3 of this year. A reduction in the Q4 figure from the preceding quarter largely reflects the receipt of Tenant Grant Fund payments towards the end of the year. The Tenant Grant Fund is a National fund set up to assist tenants (of all tenures) who fell into arrears as a result of the Coronavirus Pandemic.

For context, the target value for this indicator represents the top quartile performance for Scottish Local Authorities in 2020/21. This demonstrates that while arrears in Banff and Buchan are higher than some areas of Aberdeenshire, they remain significantly better than the Scottish average and are equivalent to some of the best performing authorities.

While overall arrears levels remain relatively strong in Banff and Buchan, the Pandemic did result in some households falling into arrears. Housing staff worked to support these households throughout the various lockdowns, emphasising the support available to them. As part of our response to the Pandemic and the continuing financial challenges facing our tenants, Aberdeenshire Council has introduced embedded Welfare Rights Officers within our Housing teams to provide additional support to households experiences financial difficulties, and ensure that they are able to access all the help and support available to them. The challenges our tenants face around the cost of living and heating costs in particular mean it is likely that arrears levels will increase later this year. However it is hoped that by continuing the combination of communication and support used throughout the Pandemic, Aberdeenshire Council will help our tenants to maintain their tenancies and minimise their debts.



Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
BB - Void Rent Loss as a % of Rent Due	2.9%	2.9%	3.0%	Q4 2020/21	3.7%	4,619,817		
				Q1 2021/22	3.6%	3,574,933		
				Q2 2021/22	3.4%	3,571,062		
				Q3 2021/22	3.6%	4,771,646		
				Q4 2021/22	3.7%	3,610,039		

In common with several areas in Aberdeenshire, Void Rent Loss currently remains above target in Banff and Buchan and has done so for some time. There are a number of factors that have an impact on this figure, such as the challenges presented by the Pandemic in letting properties (in particular Sheltered Housing properties, which were subject to extended restrictions) and the higher turnover of stock than average.

The restrictions on letting Sheltered Housing have had a particular impact on void rent loss, which is exacerbated by the challenges in letting some of these properties now that the restrictions have been lifted, due to low levels of demand. The impact of Sheltered Housing on void rent loss in Banff and Buchan can be seen when considering that it makes up 8% of our stock here, but 28% of the total rent lost in 2021/22.

Aberdeenshire Council is making progress in letting the backlog of Sheltered Housing properties and has introduced a new void procedure and lettable standard, which should drive further improvements in performance next year.

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome): Appropriate support is provided for those who are facing homelessness**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
BB - Average Time to Resolve Homeless Cases	137.0	143.8	150.7	Q4 2020/21	101.3			
				Q1 2021/22	59.0			
				Q2 2021/22	54.9			
				Q3 2021/22	46.3			
				Q4 2021/22	61.3			

The average time in days to resolve homeless cases in Banff and Buchan is currently significantly better than target, and substantially lower than this time last year (probably reflecting the initial impact of the Pandemic and Lockdown). A particularly positive quarter 3 average is balanced by a slightly higher (although still significantly better than target) Quarter 4 figure. Some variation is natural with this indicator but Banff and Buchan has demonstrated a general downward trend over the last few years, particularly throughout 2021-22.

This improvement reflects the work done as part of Aberdeenshire Council's Rapid Rehousing Transition Plan (RRTP), which has seen significant changes in how we work with homeless households. This improvement has also been supported by a general downward trend in the number of homeless applications received since the start of Pandemic.

Banff and Buchan (and Aberdeenshire Council in general) is currently also performing strongly when compared to the national context, with Scottish Local Authorities taking an average of 35 weeks (245 days) to resolve homeless cases in 2020/21.



**Strategic Priority: Economy and Enterprise**  
**Council Priority (Outcome): Consumers are assured that businesses are conforming to regulations. Businesses are supported to ensure compliance with legislation, economic diversification and energy transition**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
1.4 BB - The number of Trading Standards consumer complaints and the percentage dealt with within 14 days	70.0%	68.3%	66.5%	Q4 2020/21	70.8%	24		
				Q1 2021/22	81.3%	16		
				Q2 2021/22	88.6%	35		
				Q3 2021/22	75.6%	45		
				Q4 2021/22	77.3%	44		
There has been a slight improvement in performance this quarter and the target of 70% has been exceeded for the 5 <sup>th</sup> Quarter in a row.								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
2.3 B&B %age of Domestic Noise Complaints Settled Without Attendance	No target			Q4 2020/21	100.0%	6		
				Q1 2021/22	100.0%	6		
				Q2 2021/22	100.0%	6		
				Q3 2021/22	100.0%	2		
				Q4 2021/22	100.0%	5		
All noise complaints received this quarter were settled without attendance on site								



Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
2.4 B&B - %age of Domestic Noise Complaints Settled With Attendance Not Under Part V of the Antisocial Behaviour etc (Scotland) Act 2004	No target			Q4 2020/21	.0%	6		
				Q1 2021/22	.0%	6		
				Q2 2021/22	.0%	6		
				Q3 2021/22	.0%	2		
				Q4 2021/22	.0%	5		
No noise complaints required attendance on site this quarter.								

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome): A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
5.1 BB - Street lighting Faults - Percentage completed within 7 days	62.5%	60.9%	59.4%	Q4 2020/21	48.5%	68		
				Q1 2021/22	63.3%	30		
				Q2 2021/22	83.3%	36		
				Q3 2021/22	65.9%	170		
				Q4 2021/22	72.4%	98		

Performance has improved in Quarter 4 and again exceeded target. However the target is now 62.5%. It was dropped from 90% because the main focus now is the LED replacement programme and traditional streetlights are being phased out.

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome): Efficient and effective business support, advice and regulation**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.1 BB - Percentage of household planning applications dealt with within two months (these do not include those which are the subject of Planning Processing Agreements).	95.0%	92.6%	90.3%	Q4 2020/21	100.0%	12		
				Q1 2021/22	100.0%	10		
				Q2 2021/22	95.2%	21		
				Q3 2021/22	56.3%	16		
				Q4 2021/22	100.0%	7		

Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs).

The overall performance for householder applications determined within the 2-month period in this Quarter is recorded at 100%. The previous Quarter reported a figure of **56%**. The figure is above the Aberdeenshire target of 95%. The improvement in performance level is positive when compared with the previous quarter and in view of the current staffing levels within the team during this Quarter which required work redistribution within the team. The lower number of planning applications this month also helped performance. The focus remains on the importance of working to improve performance levels for the next Quarter.



Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.2 BB - Percentage of non-householder planning applications dealt with within two months (these do not include those which are the subject of Planning Processing Agreements).	65.0%	63.4%	61.8%	Q4 2020/21	70.4%	27		
				Q1 2021/22	59.3%	27		
				Q2 2021/22	62.9%	35		
				Q3 2021/22	76.5%	34		
				Q4 2021/22	83.3%	36		

Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs).

The overall performance for non- householder applications determined within the 2-month determination period in this Quarter is recorded at 83%. The previous Quarter reported a figure of 76%. The recorded figure is above the Aberdeenshire target of 65%. The increase in performance is positive and demonstrates the hard work undertaken by the team during this Quarter. The focus remains on the importance of maintaining consistent performance levels for the next Quarter.

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.3 BB - Percentage of the total number of planning applications dealt with within two months (these do not include those which are the subject of Planning Processing Agreements).	75.0%	73.1%	71.3%	Q4 2020/21	79.5%	39		
				Q1 2021/22	70.3%	37		
				Q2 2021/22	75.0%	56		
				Q3 2021/22	70.0%	50		
				Q4 2021/22	86.0%	43		

Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs).

The overall performance for all Local Developments determined within the 2-month determination period in this Quarter is recorded as 86%. The previous Quarter reported a figure of 70%. The recorded figure is above the Aberdeenshire target of 75%. The improvement in performance is welcomed during a challenging period with current staffing levels. The focus remains on the importance of stabilising workloads within the team following staffing changes and working to maintain a positive level of performance that reflects the hard work and efforts of the team to focus on performance objectives during this Quarter.

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
8.1 BB - Percentage of building warrant and amendment applications assessed for compliance with technical standards within 20 working days.	95%	94.05%	90.25%	Q4 2020/21	96.92%	65		
				Q1 2021/22	94.81%	77		
				Q2 2021/22	100%	64		
				Q3 2021/22	98.61%	72		
				Q4 2021/22	100%	63		
The performance indicator has been met.								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
8.2 BB - Time taken from notification of a potentially dangerous building to completed risk assessment (this may include an inspection)	100.0%	97.5%	95.0%	Q4 2020/21	100.0%	2		
				Q1 2021/22	DIV/0	0		
				Q2 2021/22	100.0%	2		
				Q3 2021/22	100.0%	5		
				Q4 2021/22	100.0%	5		
Five dangerous buildings were reported this quarter. All were responded to within the target four hour time period.								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
8.3 BB Percentage of building warrant and amendment applications issued within 10 days from receipt of all satisfactory information.	90%	89.1%	85.5%	Q4 2020/21	97.87%	47		
				Q1 2021/22	98.41%	63		
				Q2 2021/22	98.28%	58		
				Q3 2021/22	97.87%	47		
				Q4 2021/22	100%	67		
The performance indicator target has been met.								

**APPENDIX 2**



# Environment & Infrastructure Services Aberdeenshire Wide Quarterly Measures Qrt 4 2021 2022

Generated on: 24 May 2022





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

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome) A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
4.1 Vehicle Test Reports - percentage of vehicles that finally pass	100%	99%	95%	Q4 2020/21	100%	6		
				Q1 2021/22	90.38%	52		
				Q2 2021/22	96.08%	51		
				Q3 2021/22	98.15%	54		
				Q4 2021/22	97.06%	34		

Of the 34 tests in Jan-Apr there was one failure due to Sideguards, Under Run & Bumpers.

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome) Protect our special environment, incl tackling climate change.**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
6.2 Percentage of household waste collected by the authority during the year that was recycled and composted (Quarterly) (S)	45.0%	43.9%	42.8%	Q4 2020/21	41.3%	26,656		
				Q1 2021/22	42.6%	32,229		
				Q2 2021/22	42.8%	32,163		
				Q3 2021/22	37.0%	26,445		
				Q4 2021/22	37.6%	26,724		

Data not validated by SEPA until Sept approx.

Q4 (21/22) - The drop in percentage is largely due to the current wood contract - only 1 bid was received for this contract which has resulted in the wood going as biomass fuel (not composting as previously) therefore although diverted from landfill it does not count as recycling.

**Strategic Priority: Resilient Communities**  
**Council Priority (Outcome): Efficient and effective business support, advice and regulation**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.4a Other types of planning applications –the percentage dealt with within two months	80%	79.2%	76%	Q4 2020/21	97.78%	45		
				Q1 2021/22	92.11%	38		
				Q2 2021/22	84.78%	46		
				Q3 2021/22	79.17%	48		
				Q4 2021/22	83.33%	30		
<p>The performance for Quarter 4 at 83% exceeds the Aberdeenshire target of 80%.</p> <p>The previous Quarter 3 recorded a figure of 79%.</p> <p>Overall, 25 of the 30 applications determined met the 2-month target.</p>								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.4b Other types of planning applications – average time taken to deal with application (weeks)	8	8.08	8.4	Q4 2020/21	7.1			
				Q1 2021/22	7.6			
				Q2 2021/22	8.4			
				Q3 2021/22	8.3			
				Q4 2021/22	11.3			
<p>The average weeks taken is recorded at 11.3 weeks. In the previous Quarter 3 the average weeks recorded was 8.3 weeks. The Aberdeenshire target is 11 weeks.</p>								

































