

## REPORT TO KINCARDINE AND MEARNS AREA COMMITTEE 29 NOVEMBER 2022

### ENVIRONMENT & INFRASTRUCTURE SERVICES PERFORMANCE UPDATE APRIL – END OF SEPTEMBER 2022 (ABERDEENSHIRE PERFORMS).

#### 1 Executive Summary/Recommendations

1.1 To provide the Kincardine and Mearns 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 April – 30 September 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 to evidence progress with the delivery of the actions set out in the Kincardine & Mearns Area Plan.**

#### 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 for the period October 2020 – April 2022 was approved by the Infrastructure Services Committee at its meeting of the 11 March 2021 (Item 5). The Plan has since been extended to the end of 2022 and will be refreshed following publication of a new Council Plan.





2.3 The Kincardine and Mearns Area Plan was approved by the Area Committee on 18 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 three 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 October – 31 March 2022 was presented to the Area Committee on 15 June (item 7).

### 3 Discussion

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

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

	Status	Number of Measures	Percentage
On or above Target (Green)		6	46.2%
Below Target (Amber)		0	0%
Below Target (Red)		4	30.7%
No Target/activity		3	23.1%

The overall change for each indicator can be summarised below:-

Improving		4	30.7%
Getting Worse		5	38.5%
No Change		2	15.4%
No activity		2	15.4%

3.3 As the second table shows there was no consistency in performance across the thirteen measures. Some of the Indicators that exceeded target in Quarter 2 actually showed a fall in performance compared to Quarter 1 and some of the indicators below target in Quarter 2 showed an improvement compared to Quarter 1. Overall, 4 Indicators show exceptional performance this quarter (5% or more above target). These are: -





- Hou1 Current tenant arrears as a percentage of gross rent. Performance in Quarter 2 was unchanged at 1.2% which is 65% below the target of 3.5%. Tenant arrears in K&M are currently very low but are expected to rise as the cost of living crisis continues to impact on tenants.
- 5.1 Street lighting faults – percentage completed within 7 days. Performance improved to 80.7% in Quarter 2 which is 29% above the target of 62.5%. It should be noted that the target was reduced last year reflecting the switch in priority for street lighting to the completion of the LED replacement programme.
- 7.3 Percentage of the total number of planning applications dealt with within two months – performance improved slightly in Quarter 2 to 82.3% which is nearly 10% above the target of 75%.
- 8.3 Percentage of building warrant and amendment applications issued within ten days from receipt of all satisfactory information. Performance fell slightly in Quarter 2 but at 94.79% it was still 5.3% above the target of 90%.

3.4 There were four measures showing performance below expectations (i.e. 5% or more below target and showing red) this quarter. These are: -

- Hou 3 Void rent loss as a percentage of rent due. Performance for this indicator improved for the 5<sup>th</sup> successive quarter reflecting the work done by the Housing teams in letting backlog properties and improving turnaround times for mainstream properties. However the performance of 1.4% in Quarter 2 was still 27% above the target of 1.1%.
- Hou 2. Average time to resolve homeless cases. The average time to resolve rose sharply in Quarter 2 to 131.7 days which is 46% greater than the target of 90 days. There are usually only a small number of homeless cases in K&M and the average time to resolve can disproportionately be affected when long term homeless cases are cleared.
- 7.1 Percentage of household planning applications dealt with within two months. Performance fell in Quarter 2 to 90% which is just over 5% below the target of 95%.
- 8.1 Percentage of building warrant and amendment applications assessed for compliance with technical standards within 20 working days – performance fell to 85.71% in Quarter 2 which is 10% below the target of 95%. The fall in performance was related to recruitment, training and staff absences.

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 nine Aberdeenshire wide (non-Area focused) quarterly measures. Performance with these measures can be summarised as follows:-

	Status	Number of Measures	Percentage
On or above Target		1	11.1%
Below Target (Amber)		1	11.1%
Below Target (Red)		6	66.7%
No Data		1	11.1%

The overall change for each indicator can be summarised below:-

Improving		5	55.6%
Getting Worse		3	33.3%
No Change		1	11.1%

3.7 Again it can be seen from the second table that there is no consistency in performance. The only measure showing above target (Green) is 7.4a other types of planning applications – percentage dealt with within 2 months. At 88.37% it is 10% above the target of 80% in Quarter 2.

3.8 Six Aberdeenshire wide quarterly measures showed performance below expectations (red), these included: -

- 7.4b Other types of planning applications – average time taken to deal with application in weeks. At 8.9 weeks performance was 11.3% outwith target of 8 weeks.
- 7.5 Number and percentage of processing agreements dealt with within timescales. At 78.7% performance was 21.3% below the target of 100% in Quarter 2.
- 7.6 Applications with Legal Agreements – average time to conclude in weeks. At 39.1 weeks performance was 22.2% outwith the target of 32 weeks.
- 7.14 Average time to deal with a household planning application. At 8.1 weeks performance was 35% outwith the target of 6 weeks.
- 7.15 Average time to deal with non-household planning applications. At 16.5 weeks performance was 50% outwith the target of 11 weeks.
- 6.2 Percentage of household waste that is recycled or composted. Data is only available for Quarter 1 at present as the data for Quarter 2 is undergoing verification by SEPA. In Quarter 1 performance was 42.1% which is 6.5% below the target of 45%.

3.9 The time taken to deal with a planning application can be affected by the size and complexity of the application so some variation in performance can always be expected. During Quarters 1 and 2 various changes were made to the Area teams. Whilst new staff are welcomed it can take time before they get fully up to speed so performance is impacted by new starters.

3.10 With regards the Waste indicator it is expected that performance will continue to improve as various initiatives take effect including actions to separate waste streams at HWRCs, the introduction of the three weekly bin collection regime and the operation of the Energy from Waste (EfW) plant.

#### 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;

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. 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:- [Directorate Risk Register](#)
- 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.

## **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 and Infrastructure Services**

Report prepared by Alan Morris Service Development Coordinator

Date 29 October 2022

## **List of Appendices**





- Appendix 1 Environment & Infrastructure Services Kincardine and Mearns Area Specific Quarterly Measures April – October 2022
- Appendix 2 Environment & Infrastructure Services Aberdeenshire Wide (non-Area) Quarterly Measures April - October 2022

**APPENDIX 1**

# Kincardine and Mearns EIS Area Quarterly Measures Quarter 2 2022 - 2023

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**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
Hou1 - Current Tenant Arrears as a % of Gross Rent Due	3.5%	3.5%	3.7%	Q2 2021/22	1.4%	6,829,608		
				Q3 2021/22	1.4%	6,848,763		
				Q4 2021/22	1.1%	6,852,598		
				Q1 2022/23	1.2%	6,958,058		
				Q2 2022/23	1.2%	6,961,586		

Current Tenant Arrears show a slight increase compared to the end of 2021-22. The increase follows a similar pattern to the first 2 quarters of the previous reporting year and is in line with the picture seen across other areas of Aberdeenshire. Overall performance on this measure remains strong in the National context, with the Local Authority average for 2021-22 sitting at 5.63% and the top quartile being 4.05%. The target for this indicator was previously set at the top quartile level, but we have decided to reduce the target so that any increases due to current pressures on tenants are flagged up for concern at an earlier point.

We consider it likely that arrears levels will increase significantly in the second half of the year, reflecting the increase in the energy price cap and ongoing cost of living crisis. Coupled with the restrictions on evictions announced by the Scottish Government, this presents a substantial challenge to our teams and tenants in managing rent arrears and collection.



Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
Hou3 - Void Rent Loss as a % of Rent Due	1.1%	1.1%	1.2%	Q2 2021/22	2.0%	1,580,412		
				Q3 2021/22	1.9%	2,117,534		
				Q4 2021/22	1.7%	1,583,060		
				Q1 2022/23	1.5%	1,738,277		
				Q2 2022/23	1.4%	1,743,531		

Void rent loss across Aberdeenshire continues to compare poorly to the national average for Local Authorities, which was 1.51% in 2021-22, compared to an Aberdeenshire figure of 2.76%. However, 2021/22 did see significant improvements across the Council reflecting the work done by teams in letting our backlog of properties and improving turnaround times for mainstream properties. To continue to drive this improvement the 2022/23 Aberdeenshire target has been updated from 2.4% to 1.8%, representing the bottom quartile figure for Local Authorities in 2021/22. Area targets, which vary to reflect historic positions and challenges, have also been reduced accordingly.

In the first half of this year Kincardine and Mearns has shown quarter on quarter improvements in void rent loss compared to the 2021/22 closing position. Although it remains above this year's local target if performance trends continue into the second half of the year there is a good chance that the target will be met by the end of the year. In particular there has been a significant reduction in void rent loss associated with Sheltered Housing properties, which are a disproportionate driver of void rent loss, alongside a stable position in relation to Mainstream properties.





**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
Hou2 - Average Time to Resolve Homeless Cases	90.0	94.5	99.0	Q2 2021/22	117.1			
				Q3 2021/22	94.7			
				Q4 2021/22	132.5			
				Q1 2022/23	78.3			
				Q2 2022/23	131.7			


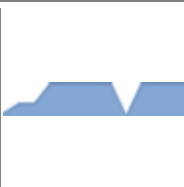
The target time for resolving homelessness cases in 2022/23 has been set at 90 days, this is a substantial reduction on the previous target and reflects the improvements that have been made in previous years due to Rapid Rehousing Transition Plan (RRTP) programme, which has seen significant changes in how we work with homeless households, but also takes account of potential pressures on Homeless Services and housing stock due to displaced Ukrainian families and the effects of the cost of living crisis.

The average time taken to resolve homeless cases in Kincardine and Mearns fell significantly in Q1 and was well within this year's target. Q2 saw an increase in average time to resolve to above target, although still within the range of resolution times seen in 2021/22. Increased resolutions times in Q2 were a consistent trend across Aberdeenshire. In addition, average resolution times in Kincardine and Mearns do have a noticeably variable quarter on quarter trend. This partly reflects the relatively low homelessness case numbers in the area which mean that a small number of longer-term cases being closed in a quarter can have a significant impact on average times. While resolving these cases drives up the average figure, they tend to be the most challenging (either due to the requirements of the household, or a lack of supply in some areas), so their closure does represent an overall success.



**Strategic Priority Resilient Communities**  
**Council Priority (Outcome): To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
1.4 - The number of Trading Standards consumer complaints received, and the percentage dealt with within 14 days	70.0%	68.3%	66.5%	Q2 2021/22	83.3%	42		
				Q3 2021/22	82.1%	39		
				Q4 2021/22	93.8%	32		
				Q1 2022/23	88.6%	35		
				Q2 2022/23	70.0%	20		

Target exceeded, however, the nature and complexity of the complaints raised by consumers can vary considerably and are out of the control of Trading Standard officers. As a result, some complaints take longer than the 14 days target to deal with.


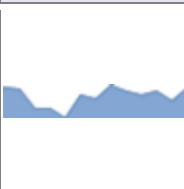
Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
2.3 - %age of Domestic Noise Complaints Settled Without Attendance	No Target	No Target	No Target	Q2 2021/22	69.0%	29		
				Q3 2021/22	100.0%	4		
				Q4 2021/22	100.0%	9		
				Q1 2022/23	100.0%	8		
				Q2 2022/23	100.0%	20		

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. No complaints required attendance on site this quarter.

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
2.4 - %age of Domestic Noise Complaints Settled with Attendance Not Under Part V of the Antisocial Behaviour etc (Scotland) Act 2004	No Target	No Target	No Target	Q2 2021/22	.0%	20		
				Q3 2021/22	.0%	4		
				Q4 2021/22	.0%	9		
				Q1 2022/23	.0%	8		
				Q2 2022/23	.0%	20		



This is the flip side of the previous indicator showing the number of complaints that required attendance on site. No target is given to either indicator because the number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and the response given will depend upon a variety of factors, environmental and human. No 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 - Street lighting Faults - Percentage completed within 7 days	62.5%	60.9%	59.4%	Q2 2021/22	79.4%	63		
				Q3 2021/22	72.2%	198		
				Q4 2021/22	77.4%	133		
				Q1 2022/23	63.9%	36		
				Q2 2022/23	80.7%	57		

Performance has exceeded target in both Quarters 1 and Quarters 2.



**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 - 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%	Q2 2021/22	95.7%	47		
				Q3 2021/22	82.8%	29		
				Q4 2021/22	87.9%	33		
				Q1 2022/23	96.8%	31		
				Q2 2022/23	90.0%	40		

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

A total of 40 applications were determined without a PPA or an agreed Extension of Time with 4 being determined beyond the 2-month determination period (performance of 90%). In Quarter 1 the performance was 97%. Performance in Qrt 2 has fallen slightly compared to the previous quarter and is now below the Aberdeenshire target of 95%.

The average time in weeks to process a planning application in Quarter 2 was 7.2 weeks. The average time in Quarter 1 was 6.4 weeks. The Aberdeenshire target is 6 weeks. In Quarter 2 a performance of 90% represent only 4 applications out of 40 where timescales were not met. The figures still represent a high overall level of performance in this category.

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.2 - 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%	Q2 2021/22	95.5%	22		
				Q3 2021/22	58.8%	17		
				Q4 2021/22	73.9%	23		
				Q1 2022/23	59.1%	22		
				Q2 2022/23	68.2%	22		



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



A total of 22 non-householder applications were determined without a PPA or an agreed Extension of Time with 7 failing to meet the 2-month determination period. This equates to a performance of 68% for Quarter 2. The previous Quarter reported a figure of 59%. Performance in Quarter 2 exceeds the Aberdeenshire target of 65%.

The average time taken to process a non-household planning application in Quarter 2 was 17.1 weeks which compares to the 13.9. weeks figure recorded for Quarter 1. Both Quarters failed to meet the Aberdeenshire target of 11 weeks. The higher average weeks figure though can be attributed to 1 application which was the subject of a legal agreement.

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.3 - 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%	Q2 2021/22	95.7%	69		
				Q3 2021/22	73.9%	46		
				Q4 2021/22	82.1%	56		
				Q1 2022/23	81.1%	53		
				Q2 2022/23	82.3%	62		
<p>Please note that the figures below do not include planning applications that were the subject of Planning Processing Agreements (PPAs) or an agreed Extension of Time. In total for the Kincardine and Mearns Area in this reporting period 36 Local Development planning applications were the subject of PPAs or an agreed Extension of Time with 24 of them (67%) being determined within their agreed periods.</p> <p>In Quarter 2 51 out of 62 Local Development applications determined without a PPA or an agreed Extension of Time, were determined within the 2-month determination period. This equates to an overall performance of 82%. The previous Quarter reported a figure of 81%. Performance in both Quarters exceeds the Aberdeenshire target of 75%.</p> <p>The average time in weeks taken to determine all planning applications in Quarter 2 is recorded at 10.7 weeks. In the previous Quarter the average weeks recorded was 9.5. The Aberdeenshire target is 11 weeks and therefore the figure achieved meets the target.</p> <p>With an increase in the overall number of applications determined compared to Quarter 1 (increase of 9) overall performance across the All Local Development categories has therefore remained at a good level and overall within targets.</p>								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
8.1 - Percentage of building warrant and amendment applications assessed for compliance with technical standards within 20 working days.	95%	94.05%	90.25%	Q2 2021/22	90.4%	177		
				Q3 2021/22	89.76%	127		
				Q4 2021/22	94.44%	126		
				Q1 2022/23	93.1%	116		
				Q2 2022/23	85.71%	119		
<p>The performance indicator is below the target. This was due to recruitment, training and staff illness. The area is now fully staffed.</p>								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
8.2 - Time taken from notification of a potentially dangerous building to completed risk assessment (this may include an inspection)	100.0%	97.5%	95.0%	Q2 2021/22	100.0%	1		
				Q3 2021/22	100.0%	1		
				Q4 2021/22	100.0%	2		
				Q1 2022/23	100.0%	1		
				Q2 2022/23	DIV/0	0		
No dangerous buildings were reported this quarter.								





Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
8.3 - Percentage of building warrant and amendment applications issued within 10 days from receipt of all satisfactory information.	90%	89.1%	85.5%	Q2 2021/22	97.22%	108		
				Q3 2021/22	88.46%	104		
				Q4 2021/22	93.85%	130		
				Q1 2022/23	97.14%	105		
				Q2 2022/23	94.79%	96		
The performance indicator target has been met.								

APPENDIX 2

# EIS Aberdeenshire Wide (non-Area) Measures Quarter 2 2022 - 2023



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**Strategic Priority Resilient Communities**  
**Council Priority (Outcome): To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19**

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
2.1 (Domestic Noise Quarterly) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	80	72.72	75.6	Q2 2021/22	0	0		
				Q3 2021/22	42	4		
				Q4 2021/22	0	0		
				Q1 2022/23	42	3		
				Q2 2022/23	0	0		



Because of Covid restrictions Environmental Health did not attend many complaints on site. Now restrictions have lifted site visits are possible but in recent times there have been few noise complaints requiring attendance on site.

**Strategic Priorities: Resilient Communities**  
**Council Priorities (Outcomes): 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%	Q2 2021/22	96.08%	51		
				Q3 2021/22	98.15%	54		
				Q4 2021/22	97.06%	34		
				Q1 2022/23	97.78%	45		
				Q2 2022/23	98.18%	55		



During the 3 month period July-Sept we had 1 failure that subsequently passed at test a week later after the issues were rectified.

**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%	Q2 2021/22	84.78%	46		
				Q3 2021/22	79.17%	48		
				Q4 2021/22	83.33%	30		
				Q1 2022/23	74%	50		
				Q2 2022/23	88.37%	43		



Overall in Quarter 2, 38 of the 43 applications determined, that were not the subject of a PPA or agreed Extension of Time, met the 2-month target. This equates to a performance for Quarter 2 of **88%**. **This** is above the Aberdeenshire target of **80%**. The previous Quarter recorded a figure of **74%**.

Performance in this category of development has therefore improved.

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	Q2 2021/22	8.4	46		
				Q3 2021/22	8.3	48		
				Q4 2021/22	11.3	30		
				Q1 2022/23	10.1	50		
				Q2 2022/23	8.9	43		



In Quarter 2 there were 43 applications determined. The average time taken to determine these types of planning applications in Quarter 2 is recorded at 8.9 weeks. In the previous Quarter the average weeks recorded was 10.1 weeks. The Aberdeenshire target is 8 weeks.





Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.5 Number and percentage of processing agreements dealt with within agreed timescales	100.0%	99.0%	95.0%	Q2 2021/22	89.4%	161		
				Q3 2021/22	84.1%	145		
				Q4 2021/22	82.7%	139		
				Q1 2022/23	86.0%	114		
				Q2 2022/23	78.7%	127		



There were 127 planning applications determined with an associated PPA or agreed Extension of Time in Quarter 2. Of these 100 were determined within the set timescales which equates to a performance of 79%. This is a reduction from the **86%** achieved in Quarter 1.

All major applications are determined through the use of a PPA and many other non-majors are also subject to PPAs or agreed Extension of Times. Although these are not statutory, the Service promote their usefulness to developers where appropriate. Reasons vary (can be external) why some PPA applications or agreed Extension of Time applications are not determined within their timescales. There is a re-focussing of efforts to ensure that timescales agreed for PPA and agreed Extension of Time applications are met.



Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.6 Applications with Legal Agreements – average time to conclude (weeks)	32	32.32	33.6	Q2 2021/22	21.6	12		
				Q3 2021/22	56.7	28		
				Q4 2021/22	52.8	26		
				Q1 2022/23	40.9	13		
				Q2 2022/23	39.1	26		

A total of **26** applications were determined within a time of **39.1** average weeks for this Quarter 2. This is marginally quicker than Quarter 1 where a figure of **40.9** average weeks was recorded when **13** applications were determined with legal agreements. Although an improvement the figure sits beyond the target date, but this is attributable to some legacy case applications (beyond 1 year) that were determined within this period.

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.14 The average time taken to deal with a household planning application (in weeks) (these do not include those which are the subject of Planning Processing Agreements).	6	6.06	6.3	Q2 2021/22	8.5	221		
				Q3 2021/22	7.9	142		
				Q4 2021/22	7.4	139		
				Q1 2022/23	7.8	159		
				Q2 2022/23	8.1	163		
<p>In Quarter 2 the average time taken to deal with a householder planning application was <b>8.1</b> weeks. In the previous Quarter 1 the average time was <b>7.8</b> weeks. The Aberdeenshire target is 6 weeks.</p> <p>Overall, the performance figure has therefore dipped slightly.</p> <p>Focus is being maintained on the importance of achieving efficient performance in this category and it should be noted that more applications were overall determined in this category compared to Quarter 1.</p>								

Performance Measure	Current Target	Amber Threshold	Red Threshold		Value	Base	Status	Spark Chart
7.15 The average time taken to deal with a non-householder planning application (weeks) (these do not include those which are the subject of Planning Processing Agreements).	11	11.11	11.55	Q2 2021/22	12.3	208		
				Q3 2021/22	16.4	170		
				Q4 2021/22	14	202		
				Q1 2022/23	13.8	206		
				Q2 2022/23	16.5	199		
<p>In Quarter 2 the average weeks taken to determine a non-household planning application is recorded at <b>16.5</b> weeks. In the previous Quarter the average time recorded was <b>13.8</b> weeks. The Aberdeenshire target is <b>11</b> weeks.</p> <p>Performance has dipped slightly. Focus is being maintained on the importance of achieving efficient performance in this category.</p> <p>The processing and determination of non-household applications is often dependent on many other more complex aspects of assessment and a wide variation of consultee responses both in content and timescales. There have been some variations in performance in some of the area teams and this is attributable to varying factors including the actions of teams proactively increasing throughput and seeking to reduce backlogs that have built up in conjunction with staffing changes that some teams experienced during this Quarter. A number of new members of staff have joined certain teams during this Quarter which has helped with throughput and as a consequence has helped reduce the number of live older applications. This has then had a level of impact on recorded performance. It is hoped that new staff will help improve overall performance in this category going forward but it is noted that there remain challenges in staffing resources across teams.</p>								

**Strategic Priority: Health & Wellbeing; Health and Well Being**  
**Council Priority (Outcome): Waste and recycling service which supports our attractive environment and reduces emissions**

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%	Q2 2021/22	42.8%	32,163		
				Q3 2021/22	37.0%	26,445		
				Q4 2021/22	37.6%	26,724		
				Q1 2022/23	42.1%	29,640		
				Q2 2022/23				
				Q1 (22/23) April - June				

Q1 (22/23) April - June This quarter usually sees an increase in recycling from the previous quarter with the start of the growing season and an increase in garden waste recycling however this is still below target but in line with the Scottish average for last year of 42.7%. The change to collection service from March 2023 should improve the recycling rate with the reduction in collection frequency reducing the capacity for residual waste and encouraging more recycling.