

## REPORT TO THE GARIOCH AREA COMMITTEE - 28 AUGUST 2018

### INFRASTRUCTURE SERVICES QUARTER 4 2017- 2018 PERFORMANCE REPORT (ABERDEENSHIRE PERFORMS)

#### 1 Recommendations

The Committee is recommended to:

1. **acknowledge the good performance achieved January - March 2018 (Quarter 4);**
2. **consider those measures where performance is below expectations January - March 2018;**
3. **note the publication of the complete January – March 2018 Performance Report on Ward Pages and on the Council’s website; and**
4. **advise the Director of Infrastructure Services to continue to report, by exception, to the Area Committee quarterly on performance measures against service objectives.**

#### 2 Background / Discussion

- 2.1 The purpose of this report is to provide the Garioch Area Committee with a summary of performance for Quarter 4 (January - March) 2018.
- 2.2 This report covers the Area specific 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. Performance covering Quarter 3 (October - December) was previously reported to this Committee on the 17 April 2018 (Item 4a).
- 2.4 **Appendix A** to this report provides full details of 12 measures, 11 of these are quarterly measures and 1 is an annual measure. 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 12 Area specific measures and compares this against the Aberdeenshire average.

**Summary of Area Performance Quarter 4 January – March 2018**

Measure	Target	Area Performance		Ab'shire Average Qrt 4 2017-18	Comparison to target
		Qrt 4 2016-17	Qrt 4 2017-18		
1.4 - The number of Trading Standards customer complaints and the percentage dealt with within 14 days	70%	71.4%	67.3%	71.9%	96.2% (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%	76.6%	75.5%	76.5%	116.2% (Green)
1.6 %age of Domestic Noise Complaints Settled Without Attendance	No target	75.0%	93.3%	90.2%	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	25.0%	6.7%	9.8%	No target
1.15 Percentage of High Risk Premises visited within the timescale (Trading Standards)	95%	87.5%	92.9%	90.3%	97.7% (Amber)
4.1 - Street lighting Faults - Percentage completed within 7 days	90%	92.6%	85.0%	93.0%	94.4% (Red)
5.1 - Percentage of household planning applications dealt with within two months	85%	88.9%	97.3%	96.7%	114.5% (Green)
5.2 - Percentage of non-householder planning applications dealt with within two months	55%	62.1%	70.3%	82.2%	127.8% (Green)
5.3 - Percentage of the total number of planning applications dealt with within two months	70%	72.3%	83.8%	87.4%	119.7% (Green)
5.8 - Percentage of applications assessed for compliance with technical standards within 20 working days.	95%	93.24%	84.35%	93.13%	88.79% (Red)
5.9 - Attend potentially dangerous buildings within 4 hours of notification	100%	100%	No activity	100%	No activity
5.10 Percentage of building warrants and amendments issued within 10 days from receipt of all satisfactory information	90%	Revised measure	98%	94.65%	108.89% (Green)

2.6 The table shows that 5 measures are on or above target (showing green). 2 measures are just below target (showing Amber). 2 measures are well below target (showing red). 2 of the 12 measures do not have targets. 1 measure shows no activity in Quarter 4.

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 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  
06/08/2018

## Garioch Area Quarter 4 2017/18 - Infrastructure Services - Area Measures Only

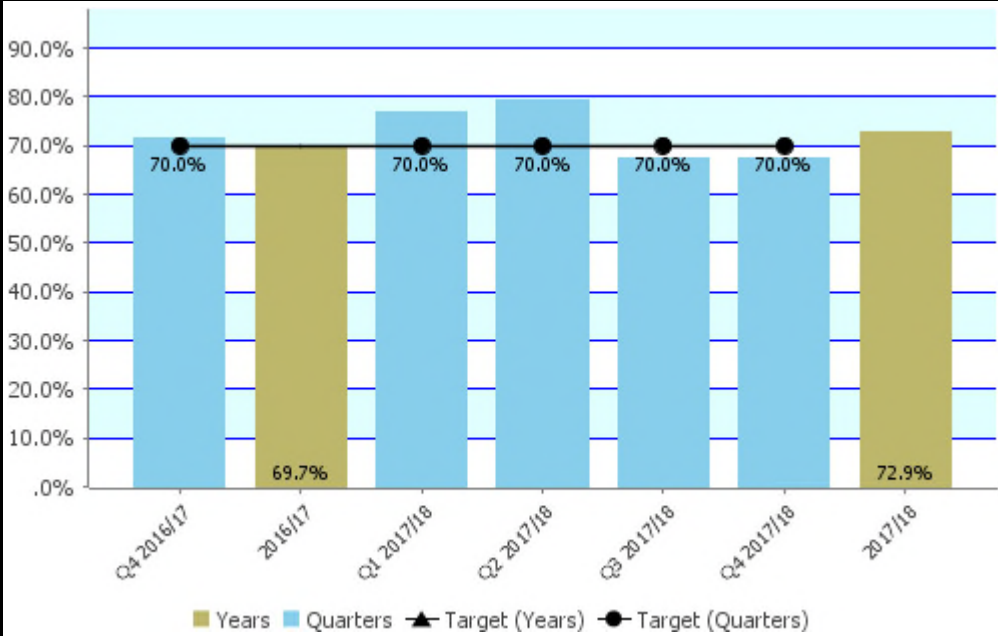


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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

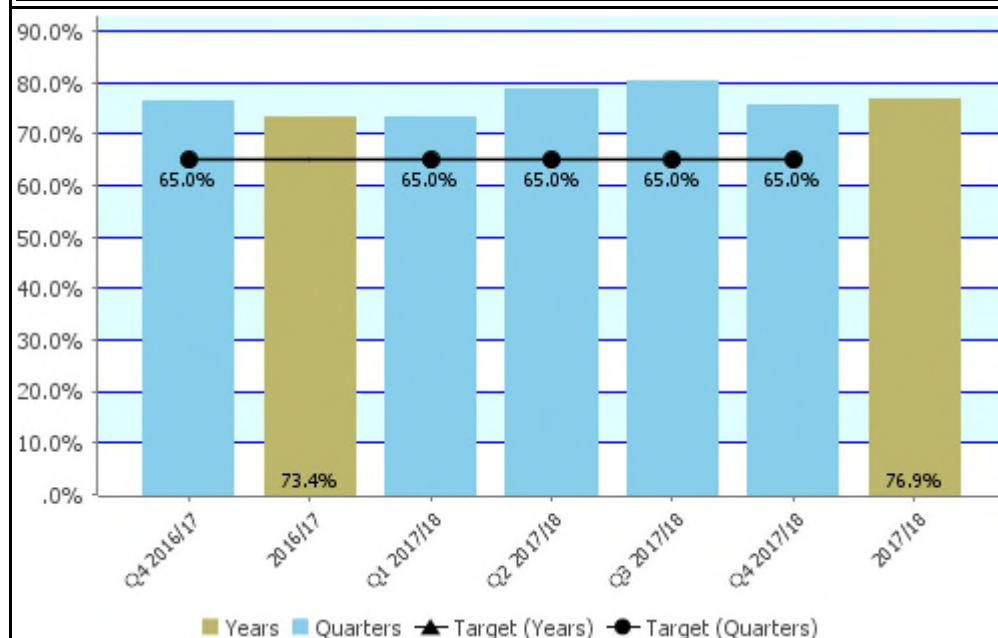
Traffic Light: Red 2 Green 5 Amber 2 No targets 2 No activity 1

Indicator		1.4 G - 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%
Q4 2016/17	70.0%	✓	71.4%	42	↓	↓		
Q1 2017/18	70.0%	✓	76.7%	43	↑	↑		
Q2 2017/18	70.0%	✓	79.3%	58	↑	↑		
Q3 2017/18	70.0%	⚠	67.4%	46	↓	↓		
Q4 2017/18	70.0%	⚠	67.3%	52	↓	↓		



This falls just below the target of 70%. This PI measures the complexity of complaints as well as staff efficiency. It can be hampered by delays in getting information from third parties or by a reluctance by traders to assist in some cases. It is often helpful for staff to be persistent in their attempt at obtaining a resolution rather than close the complaint at the earliest stage.

Indicator		1.5 G- 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	60.0%	64.0%
Q4 2016/17	65.0%	✓	76.6%	47	↑	↑		
Q1 2017/18	65.0%	✓	73.5%	49	↑	↓		
Q2 2017/18	65.0%	✓	78.7%	47	↑	↑		
Q3 2017/18	65.0%	✓	80.5%	41	↑	↑		
Q4 2017/18	65.0%	✓	75.5%	49	↑	↓		



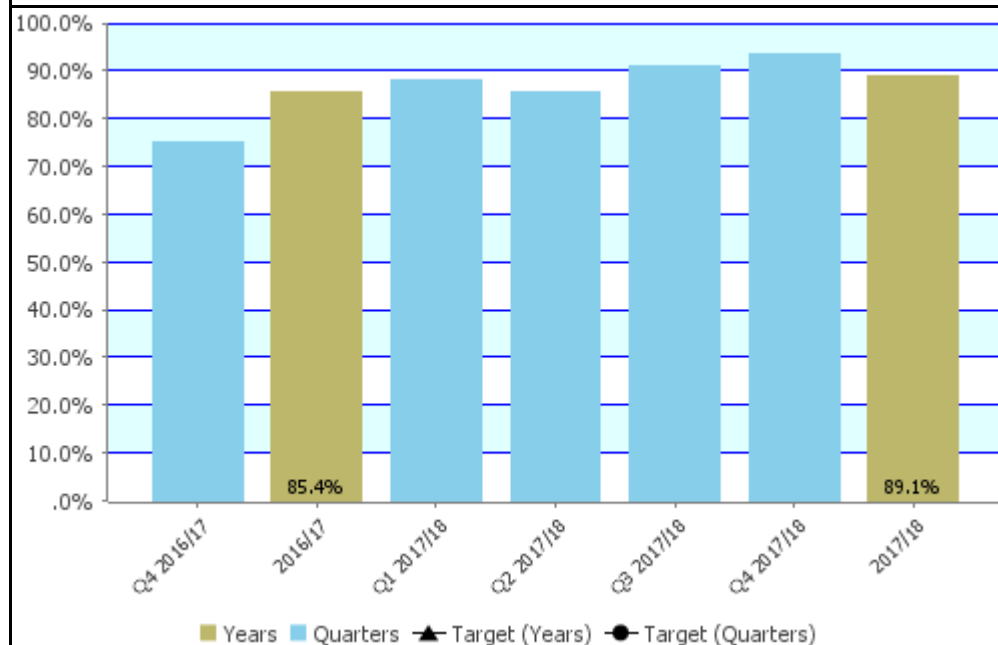
The percentage of broadly compliant premises remains at a level similar to previous quarters and is consistently above target.

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.

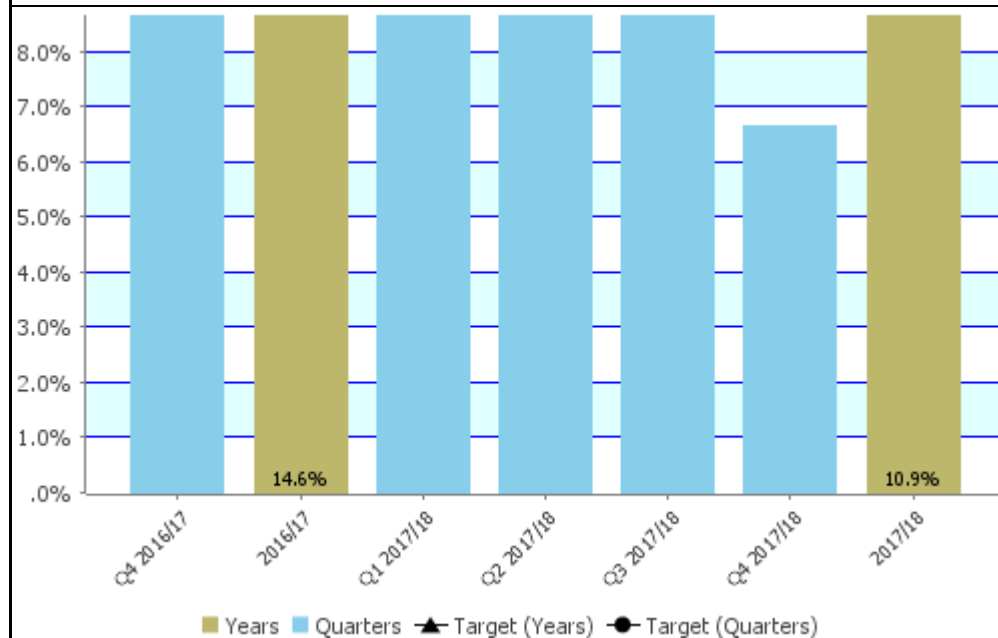
With regard to significant breaches of food law, critical to food safety, a Remedial Action Notice will be served on the food business operator prohibiting a specific activity or operation until such time as the contravention has been satisfactorily dealt with.

Indicator		1.6 G - %age of Domestic Noise Complaints Settled Without Attendance					Red T'hold	Amber T'hold
	Target	Status	Value	Complaints Received	Long Trend	Short Trend		
Q4 2016/17	No target		75.0%	8	↑	↓		
Q1 2017/18	No target		88.2%	17	↑	↑		
Q2 2017/18	No target		85.7%	21	↑	↓		
Q3 2017/18	No target		90.9%	11	↑	↑		
Q4 2017/18	No target		93.3%	15	↑	↑		















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.

Indicator		1.7 G - %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		
Q4 2016/17	No target		25.0%	8	↓	↑		
Q1 2017/18	No target		11.8%	17	↓	↑		
Q2 2017/18	No target		14.3%	21	↓	↓		
Q3 2017/18	No target		9.1%	11	↓	↓		
Q4 2017/18	No target		6.7%	15	↓	↓		

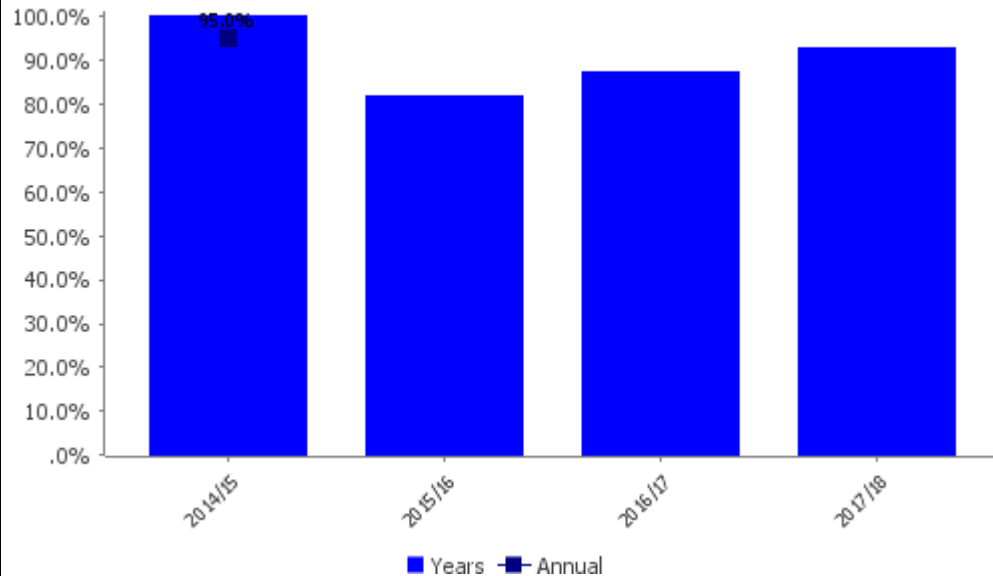


The number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and will depend upon a variety of factors, environmental and human.



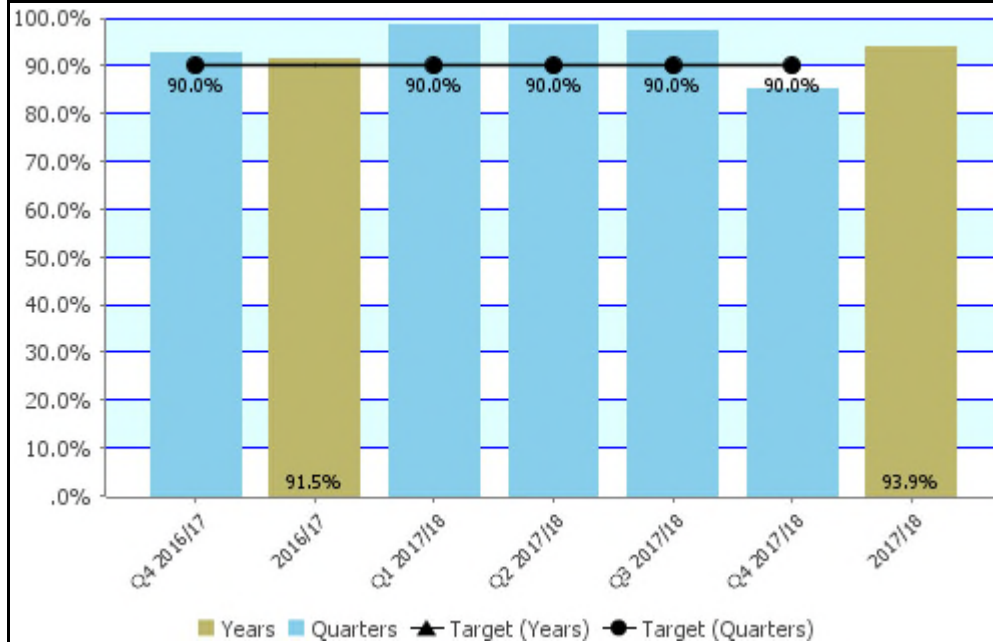
Indicator		1.15 G - Percentage of High Risk Premises visited within the timescale (Trading Standards)					Red T'hold	Amber T'hold
	Target	Status	Value	# high risk premises	Long Trend	Short Trend	90.3%	94.0%
2014/15	95.0%		100.0%	14				
2015/16	95.0%		81.8%	11				
2016/17	95.0%		87.5%	8				
2017/18	95.0%		92.9%	14				

**ISSP10d 1.15 G - Percentage of High Risk Premises visited within the timescale (Trading Standards)**



1 premises was missed towards the end of the financial year due to inclement weather at the end of March. It will be rescheduled for early in the next financial year. High Risk Premises are large food packers, feedmills, weighbridges and other premises with a history of non-compliances.

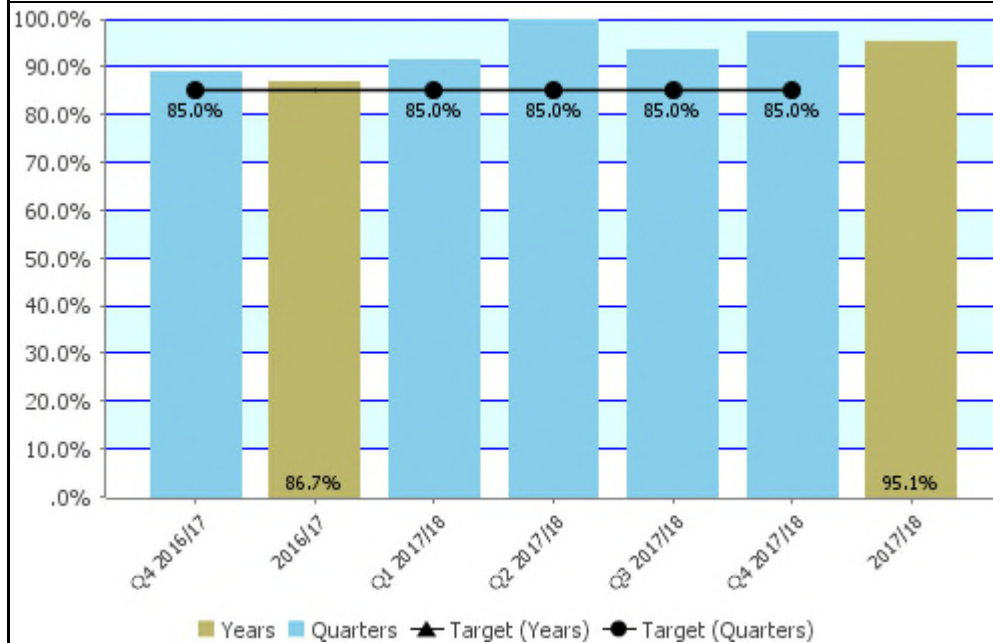
Indicator		4.1 G - Street lighting Faults - Percentage completed within 7 days					Red T'hold	Amber T'hold
	Target	Status	Value	# streetlight repairs	Long Trend	Short Trend	85.5%	87.8%
Q4 2016/17	90.0%	✓	92.6%	376	↓	↑		
Q1 2017/18	90.0%	✓	98.6%	73	↑	↑		
Q2 2017/18	90.0%	✓	98.7%	157	↑	↑		
Q3 2017/18	90.0%	✓	97.4%	385	↑	↓		
Q4 2017/18	90.0%	⬮	85.0%	280	↓	↓		



Performance dipped significantly in this quarter and has fallen below target for the first time since quarter 3 2016/17. In all 42 out of 280 repairs were not carried out within target timescales.

There are a number of factors impacting on performance in any quarter, these include availability of resources, workload demands in other areas, weather considerations etc. we will continue to monitor performance and take appropriate action when necessary to ensure performance targets are achieved.

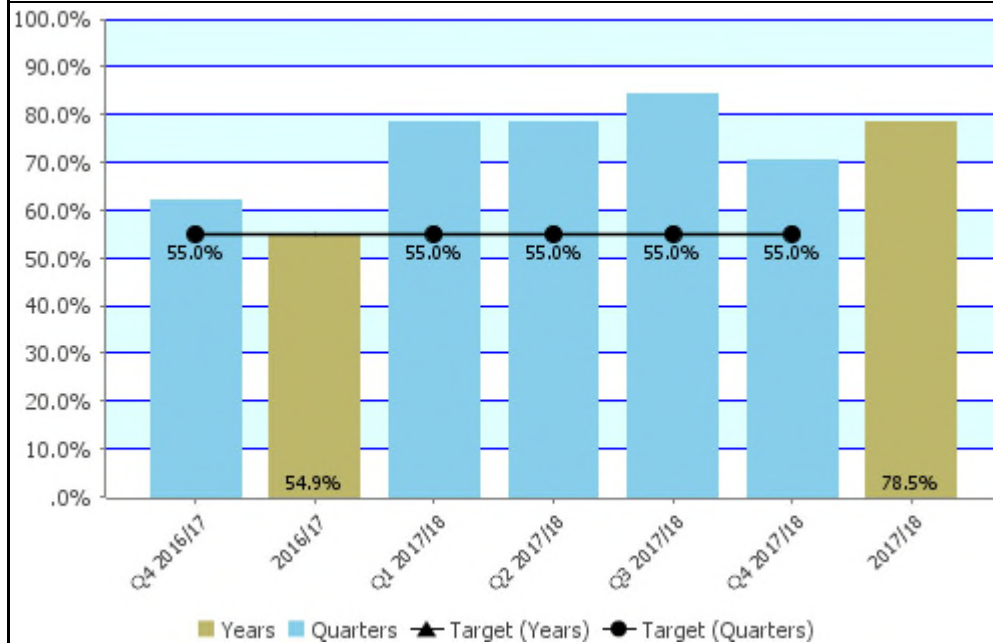
Indicator		5.1 G - Percentage of household planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	85.5%	87.8%
Q4 2016/17	85.0%	✓	88.9%	36	↓	↑		
Q1 2017/18	85.0%	✓	91.3%	46	↓	↑		
Q2 2017/18	85.0%	✓	100.0%	33	↑	↑		
Q3 2017/18	85.0%	✓	93.6%	47	↑	↓		
Q4 2017/18	85.0%	✓	97.3%	37	↑	↑		



Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs). In total for the Garioch Area in this reporting period 19 Local Development planning applications were the subject of PPAs with 18 of them (95%) being determined within their agreed periods.

The overall performance for householder applications determined within the 2 month period in this Quarter is recorded at 97%. The previous Quarter reported a figure of 94%. The figure continues to exceed the Aberdeenshire target of 85%. The increase in the % of applications determined within the target period and the reduction in the average weeks is reflective of the hard work undertaken by the team during this Quarter. The focus remains on the importance of processing householder applications to achieve efficient performance in this category.

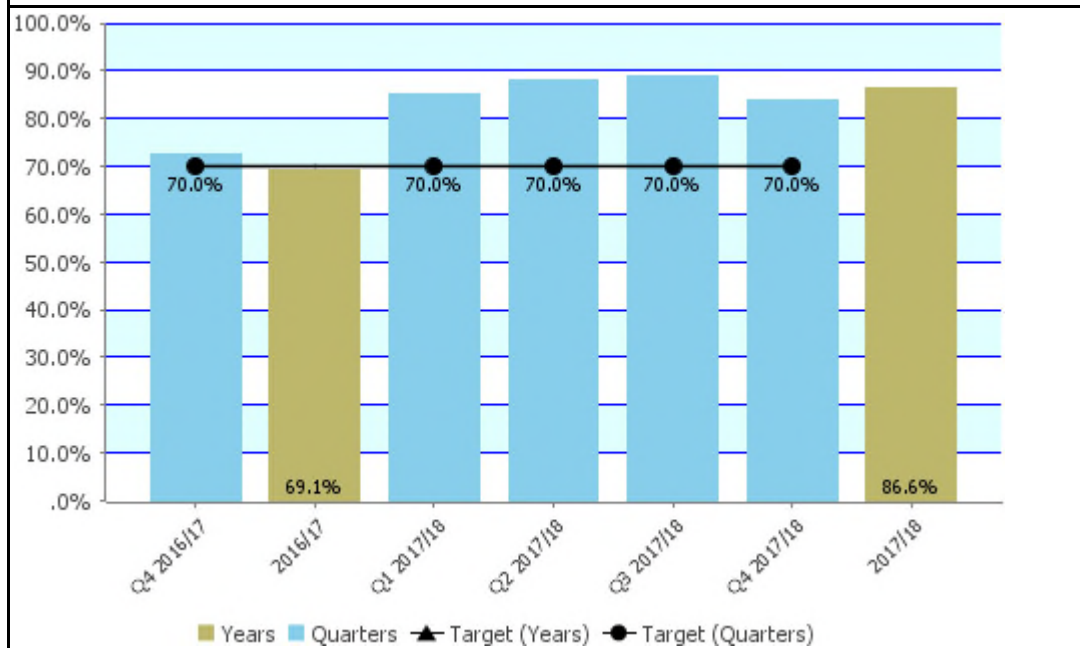
Indicator		5.2 G - Percentage of non-householder planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	57.0%	58.5%
Q4 2016/17	55.0%	✓	62.1%	58	↑	↑		
Q1 2017/18	55.0%	✓	78.6%	42	↑	↑		
Q2 2017/18	55.0%	✓	78.6%	42	↑	-		
Q3 2017/18	55.0%	✓	84.3%	51	↑	↑		
Q4 2017/18	55.0%	✓	70.3%	37	↑	↓		



Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs). In total for the Garioch Area in this reporting period 19 Local Development planning applications were the subject of PPAS with 18 of them (95%) being determined within their agreed periods.

The overall performance for non-household applications determined within the 2 month determination period in this Quarter is recorded at 70%. The previous Quarter reported a figure of 84%. The recorded figure continues to exceed the Aberdeenshire target of 55%. The dip in % determined in time can be attributable to staffing changes within the team during January which have resulted in a dip in output and performance in February, It is noted that the team responded in a positive manner in March with an upward trend in both the number of applications determined and the number of determinations within the target period. Focus is being maintained on the importance of achieving efficient performance in this category and ensuring that staffing levels are maintained at a suitable level as we progress into the next reporting period.

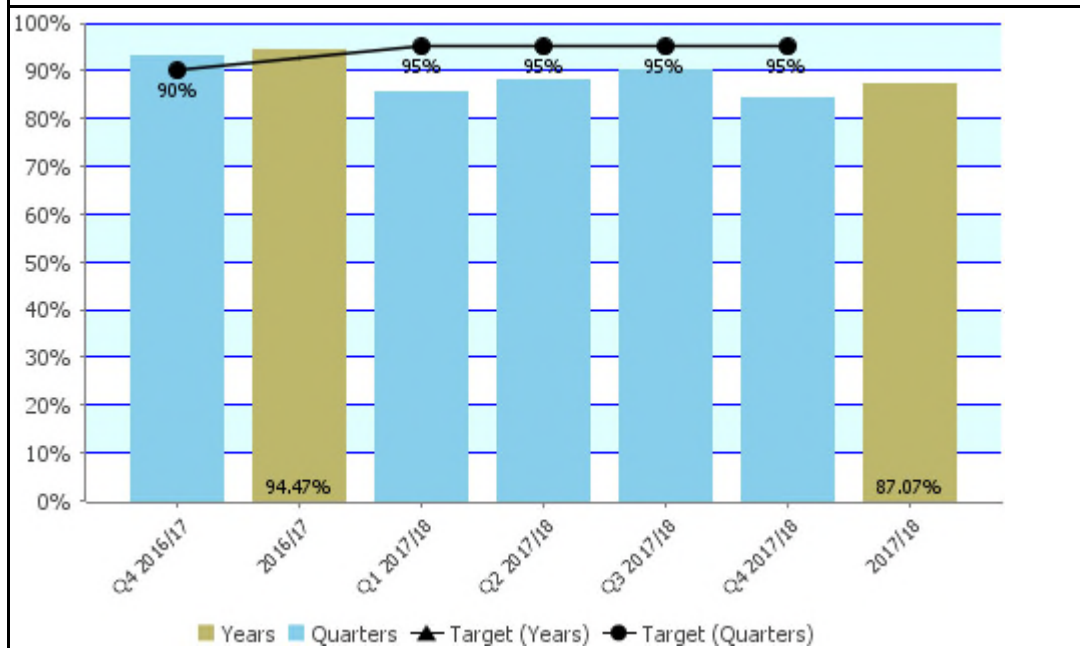
Indicator		5.3 G - Percentage of the total number of planning applications dealt with within two months					Red T'hold	Amber T'hold
	Target	Status	Value	# planning applications	Long Trend	Short Trend	71.3%	73.1%
Q4 2016/17	70.0%	✓	72.3%	94	↑	↑		
Q1 2017/18	70.0%	✓	85.2%	88	↑	↑		
Q2 2017/18	70.0%	✓	88.0%	75	↑	↑		
Q3 2017/18	70.0%	✓	88.8%	98	↑	↑		
Q4 2017/18	70.0%	✓	83.8%	74	↑	↓		



Please note that the figures below do not include planning applications that that were subject of Planning Processing Agreements (PPAs). In total for the Garioch Area in this reporting period 19 Local Development planning applications were the subject of PPAs with 18 of them (95%) being determined within their agreed periods.

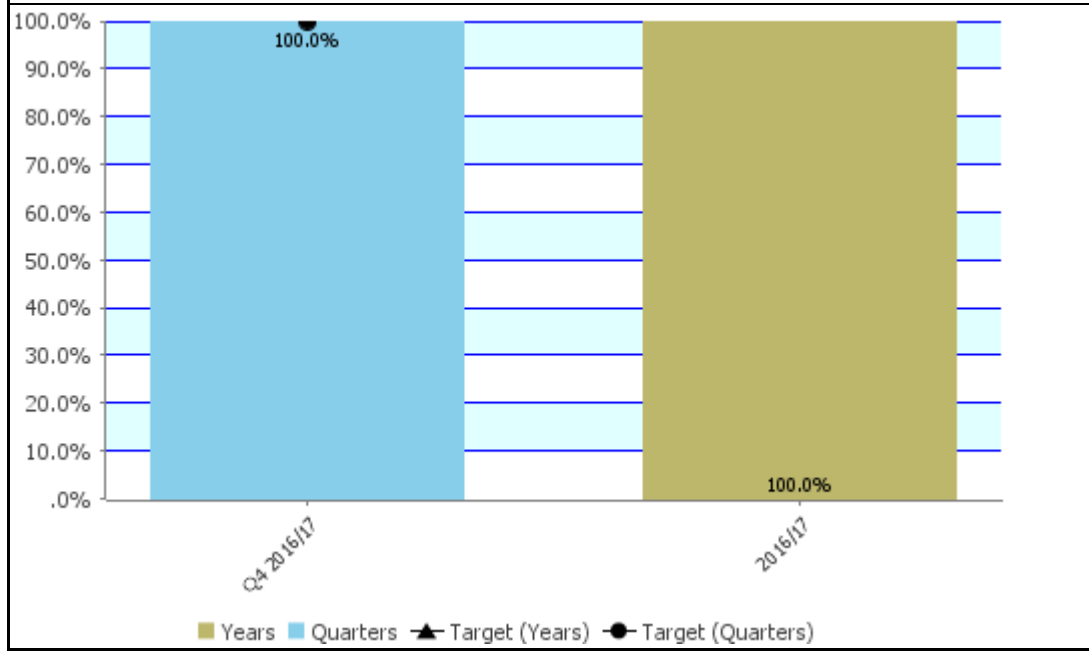
The overall performance for all Local Developments determined within the 2 month determination period in this Quarter is recorded as 84%. The previous Quarter reported a figure of 89%. The recorded figure continues to exceed the Aberdeenshire target of 70%. Only 12 out of the 74 applications determined failed to meet the 2 month determination target. Overall performance therefore remains high for all Local Developments and reflects the hard work and efforts of the team to focus on the performance objectives. Focus remains on ensuring that staffing levels are maintained at a suitable level as we progress into the next reporting period.

Indicator		5.8 G - 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	90.25%	94.05%
Q4 2016/17	90%		93.24%	148				
Q1 2017/18	95%		85.61%	132				
Q2 2017/18	95%		88.19%	127				
Q3 2017/18	95%		90.08%	121				
Q4 2017/18	95%		84.35%	115				



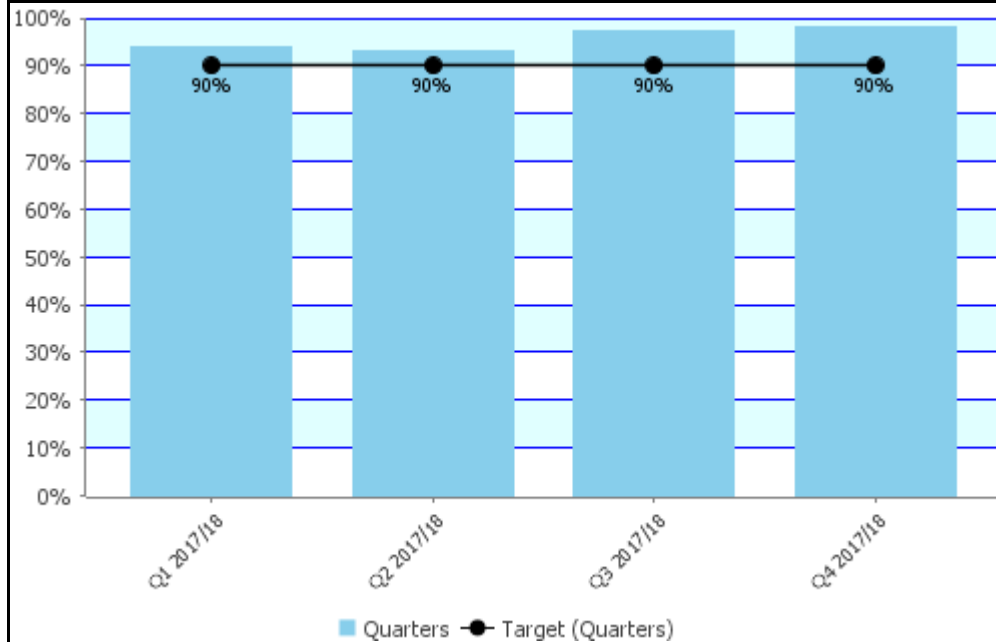
Performance has dipped this quarter due to unexpected resourcing issues. However it is expected that this will improve next quarter.

Indicator		5.9 G - 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%
Q4 2016/17	100.0%		100.0%	2				
Q1 2017/18	100.0%	No activity	DIV/0	0				
Q2 2017/18	100.0%	No activity	DIV/0	0				
Q3 2017/18	100.0%	No activity	DIV/0	0				
Q4 2017/18	100.0%	No activity	DIV/0	0				



No dangerous buildings were reported this quarter.

Indicator		5.10 G 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	85.5%	89.1%
Q4 2016/17								
Q1 2017/18	90%	✓	93.91%	115	Revised measure	Revised Measure		
Q2 2017/18	90%	✓	93.13%	131	↓	↓		
Q3 2017/18	90%	✓	97.12%	104	↑	↑		
Q4 2017/18	90%	✓	98%	100	↑	↑		



Performance has improved slightly and remains above target.



