

**REPORT TO THE FORMARTINE AREA COMMITTEE, 4 SEPTEMBER 2018  
INFRASTRUCTURE SERVICES QUARTER 4 2017- 2018 PERFORMANCE  
REPORT (ABERDEENSHIRE PERFORMS)**

**1 Recommendations**

**The Committee is recommended to:**

- 1.1 Acknowledge the good performance achieved January - March 2018 (Quarter 4);**
- 1.2 Consider those measures where performance is below expectations January - March 2018;**
- 1.3 Note the publication of the complete January – March 2018 Performance Report on Ward Pages and on the Council’s website;**
- 1.4 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 Formartine 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 24 April 2018 (Item 6).
- 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%	48.6%	66.7%	71.9%	95.2% (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%	80.0%	82.4%	76.5%	126.7% (Green)
1.6 %age of Domestic Noise Complaints Settled Without Attendance	No target	100%	100%	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	0%	0%	9.8%	No target
1.15 Percentage of High Risk Premises visited within the timescale (Trading Standards)	95%	100%	83.3%	90.3%	87.7% (Red)
4.1 - Street Lighting Faults - Percentage completed within 7 days	90%	98.8%	99.1%	93.0%	110.2% (Green)
5.1 - Percentage of household planning applications dealt with within two months	85%	96.9%	95.8%	96.7%	112.7% (Green)
5.2 - Percentage of non-householder planning applications dealt with within two months	55%	40.3%	78.6%	82.2%	142.9% (Green)
5.3 - Percentage of the total number of planning applications dealt with within two months	70%	59.6%	84.8%	87.4%	121.2% (Green)
5.8 - Percentage of applications assessed for compliance with technical standards within 20 working days.	95%	99.01%	100%	93.13%	105.26% (Green)
5.9 - Attend potentially dangerous buildings within 4 hours of notification	100%	No activity	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	97.7%	94.65%	108.56% (Green)

2.6 The table shows that 7 measures are on or above target (showing green). 1 is just below target (showing amber). 1 measure is well below target (showing red). 1 measure shows no activity this quarter. 2 of the 12 measures do not have targets.

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  
07/08/2018

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



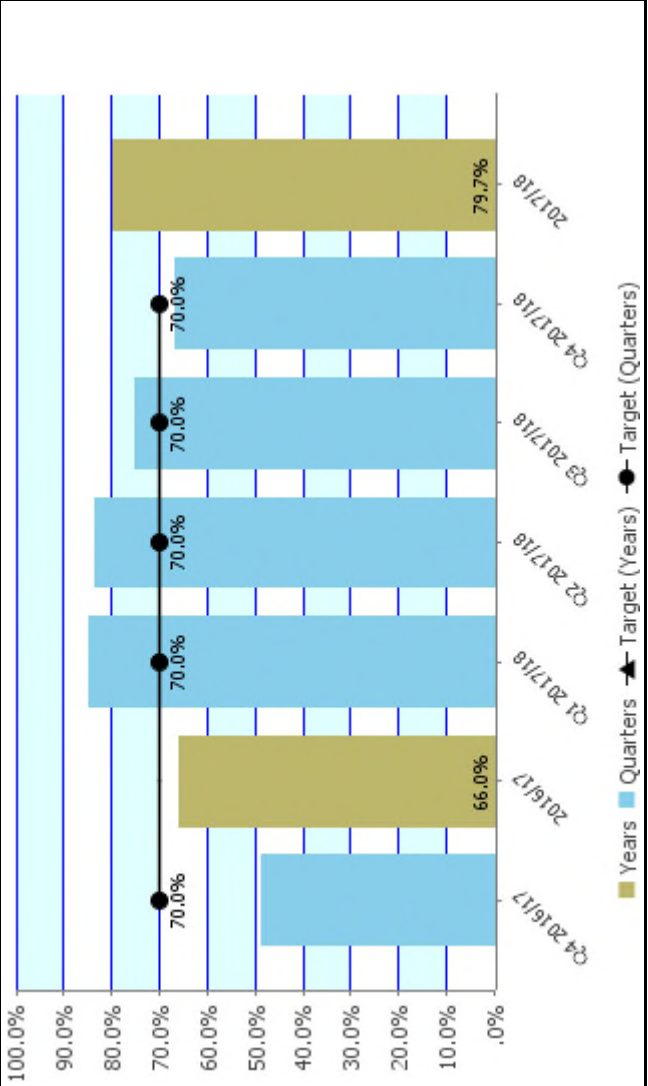
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Traffic Light: Green 7 Amber 1 Red 1 No target/No activity 3

**ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities**

Indicator	1.4 F - The number of Trading Standards complaints received and the percentage dealt with within 14 days							Red T'hold	Amber T'hold		
	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Value	Status	Target	# trading standards complaints	Long Trend	Short Trend
						48.6%	🔴	70.0%	37	➡	➡
						84.6%	🟢	70.0%	39	➡	➡
						83.3%	🟢	70.0%	54	➡	➡
						75.0%	🟢	70.0%	24	➡	➡
						66.7%	🟡	70.0%	21	➡	➡



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.

**ISBPPS2D Environmental Health - H&S Inspections; ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities**

Indicator	1.5 F - 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		
Q4 2016/17	65.0%	✓	80.0%	40	↔	↔	60.0%
Q1 2017/18	65.0%	✓	70.3%	37	↔	↔	
Q2 2017/18	65.0%	✓	75.7%	37	↔	↔	
Q3 2017/18	65.0%	✓	90.3%	31	↔	↔	
Q4 2017/18	65.0%	✓	82.4%	34	↔	↔	

Quarter	Value (%)	Target (%)
Q4 2016/17	74.2%	65.0%
Q1 2017/18	70.3%	65.0%
Q2 2017/18	75.7%	65.0%
Q3 2017/18	90.3%	65.0%
Q4 2017/18	82.4%	65.0%

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

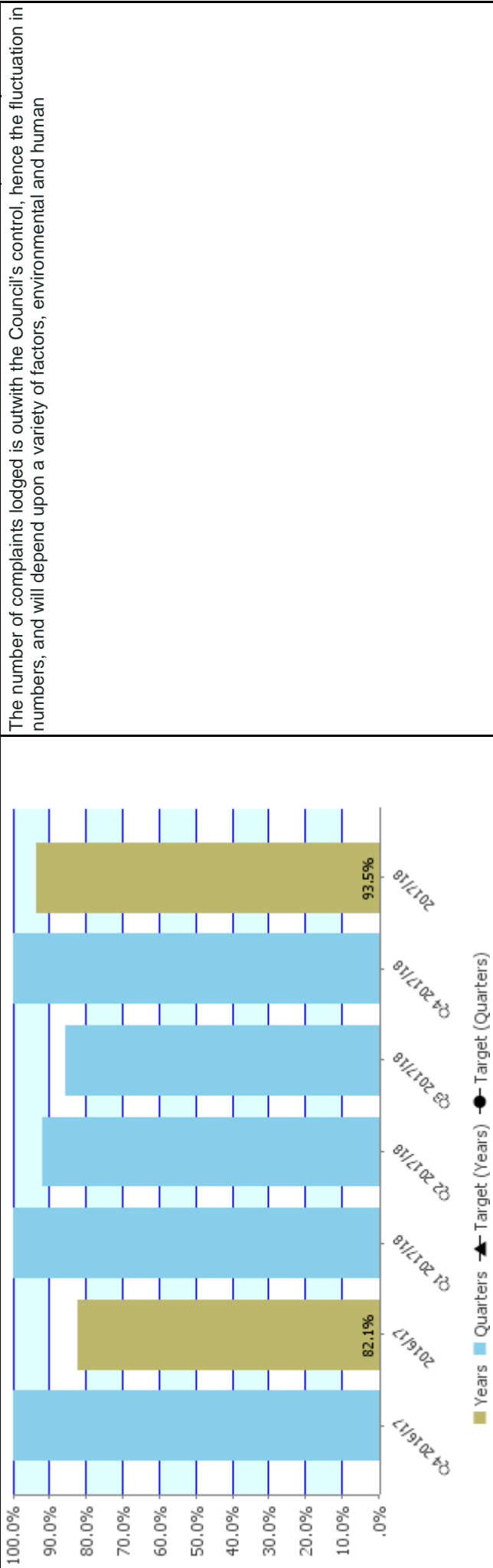
Premises which are found not to be broadly compliant are subject to a mandatory re-visit and the food business operator is encouraged to rectify the noted contraventions of food law.

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.

**ISBPPS2A Environmental Health - Domestic Noise Complaints; ISSP1 SO1 - Economic Development and Protective Services; ISSPT4 T04 Delivery of Priorities**

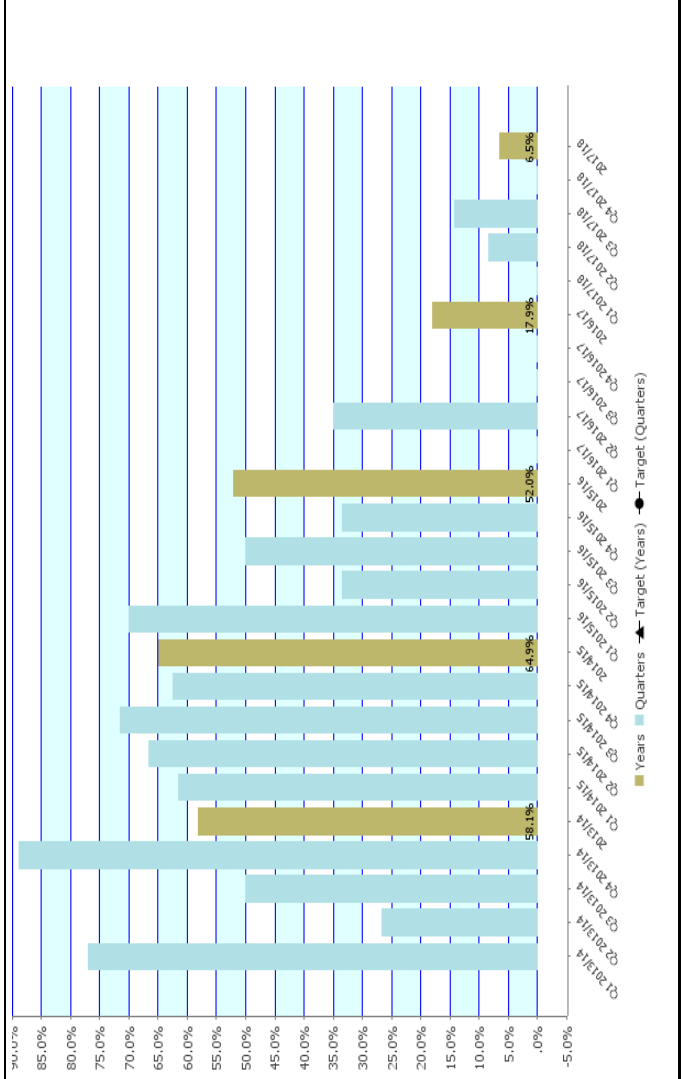
Indicator	1.6 F - %age of Domestic Noise Complaints Settled Without Attendance					Red T'hold	Amber T'hold
	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18		
	No target	No target	No target	No target	No target		
	100.0%	100.0%	91.7%	85.7%	100.0%		
	5	7	12	7	5		
	↑	↑	↑	↑	↑		
	↑	↑	↑	↑	↑		
	↑	↑	↑	↑	↑		
	↑	↑	↑	↑	↑		
	↑	↑	↑	↑	↑		



**ISBPPS2A Environmental Health - Domestic Noise Complaints; ISSP1 SO1 - Economic Development and Protective Services**

Indicator	1.7 F - %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		
Q4 2016/17	No target		.0%	5	→	→	
Q1 2017/18	No target		.0%	7	→	→	
Q2 2017/18	No target		8.3%	12	→	→	
Q3 2017/18	No target		14.3%	7	→	←	
Q4 2017/18	No target		0.0%	5	→	→	

No complaints required attendance in this quarter.





Indicator	1.15 F - 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		
2014/15	95.0%	✓	100.0%	15	→	→	90.3%	94.0%
2015/16	95.0%	✓	100.0%	10	→	→		
2016/17	95.0%	✓	100.0%	13	→	→		
2017/18	95.0%	✗	83.3%	6	→	→		

**ISSP10c 1.15 F - Percentage of High Risk Premises visited within the timescale (Trading Standards)**

Year	Percentage
2014/15	95.0%
2015/16	100.0%
2016/17	100.0%
2017/18	83.3%

1 Premises was not completed by 31 March however was done on 5 April 2018. High Risk Premises are large food packers, feedmills, weighbridges and other premises with a history of non-compliances

**ISSP4 SO4 - Roads, Landscape Services and Waste; ISSPT4 T04 Delivery of Priorities**

Indicator	4.1 F - Street lighting Faults - Percentage completed within 7 days						Red T'hold	Amber T'hold
	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	# streetlight repairs	Long Trend	Short Trend
	90.0%	90.0%	90.0%	90.0%	90.0%	240	↕	↗
	98.8%	100.0%	97.4%	98.8%	99.1%	59	↕	↗
	90.0%	90.0%	90.0%	90.0%	90.0%	116	↘	↘
	90.0%	90.0%	90.0%	90.0%	90.0%	248	↕	↗
	90.0%	90.0%	90.0%	90.0%	90.0%	234	↕	↗

Quarter	Actual Performance (%)	Target (%)
Q4 2016/17	90.0%	90.0%
Q1 2017/18	98.8%	90.0%
Q2 2017/18	97.4%	90.0%
Q3 2017/18	98.8%	90.0%
Q4 2017/18	99.1%	90.0%

Performance has improved slightly compared to last quarter and equates to only 2 out of 234 repairs not being carried out within target timescales. Overall performance for year is well above target.

**ISSP5 SO5 - Planning and building standards; ISSPT4 T04 Delivery of Priorities**

Indicator	5.1 F - 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%	✓	96.9%	32	↗	↖		
Q1 2017/18	85.0%	✓	90.9%	22	↘	↗		
Q2 2017/18	85.0%	⚠	81.8%	33	↘	↗		
Q3 2017/18	85.0%	✓	100.0%	10	↗	↖		
Q4 2017/18	85.0%	✓	95.8%	24	↗	↖		

Quarter	Quarters (%)	Years (%)	Target (Quarters) (%)	Target (Years) (%)
Q4 2016/17	94.4%	85.0%	85.0%	85.0%
Q1 2017/18	90.9%	85.0%	85.0%	85.0%
Q2 2017/18	81.8%	85.0%	85.0%	85.0%
Q3 2017/18	100.0%	85.0%	85.0%	85.0%
Q4 2017/18	95.8%	85.0%	85.0%	85.0%

Please note that the figures below do not include planning applications that were the subject of Planning Processing Agreements (PPAs). In total for the Formartine Area in this reporting period 11 Local Development planning applications were the subject of PPAs with 10 of them (91%) being determined within their agreed periods.

Overall performance for Household applications determined within the 2 month determination period in this Quarter is recorded as 96%. The previous Quarter reported a figure of 100%. The recorded figure continues to exceed the Aberdeenshire target of 85%. Whilst performance has dropped, only 1 of 24 applications was not determined within 2 months. Output rose from 10 applications in Q3 to 24 being determined in Q4 being determined. Focus is being maintained on the importance of achieving efficient performance in this category.

Indicator	5.2 F - 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		
Q4 2016/17	55.0%	🔴	40.3%	62	➡	➡		57.0%
Q1 2017/18	55.0%	🟢	82.9%	41	⬆	⬆		
Q2 2017/18	55.0%	🟢	67.4%	43	⬆	➡		
Q3 2017/18	55.0%	🟢	66.7%	48	⬆	➡		
Q4 2017/18	55.0%	🟢	78.6%	42	⬆	⬆		

Quarter	Value (%)	Status	Target (%)
Q4 2016/17	40.3%	🔴	55.0%
Q1 2017/18	82.9%	🟢	55.0%
Q2 2017/18	67.4%	🟢	55.0%
Q3 2017/18	66.7%	🟢	55.0%
Q4 2017/18	78.6%	🟢	55.0%

Legend: ■ Years (Actual), ■ Quarters (Actual), ▲ Target (Years), ● Target (Quarters)

Please note that the figures below do not include planning applications that were the subject of Planning Processing Agreements (PPAs). In total for the Forthme Area in this reporting period 11 Local Development planning applications were the subject of PPAs with 10 of them (91%) being determined within their agreed periods.

Overall performance for Non-household applications determined within the 2 month determination period in this Quarter is recorded as 79%. The previous Quarter reported a figure of 67%. The recorded figures, continue to exceed the Aberdeenshire target of 55%. There has been an improvement in performance in this indicator. The figures equate to 9 applications out of the 42 determined failing to meet the 2 month determination target. Focus is being maintained on the importance of achieving efficient performance in this category in an attempt to return performance to a level prior to the 2017 staffing shortages.

Indicator	5.3 F - 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	
Q4 2016/17	70.0%	🔴	59.6%	94	➡	➡	
Q1 2017/18	70.0%	🟢	85.7%	63	⬆	⬆	
Q2 2017/18	70.0%	🟢	73.7%	76	⬆	➡	
Q3 2017/18	70.0%	🟢	72.4%	58	⬆	➡	
Q4 2017/18	70.0%	🟢	84.8%	66	⬆	⬆	

Period	Value	Target
2016/17 (Year)	59.6%	70.0%
2017/18 (Year)	85.7%	70.0%
Q4 2016/17 (Quarter)	70.9%	70.0%
Q1 2017/18 (Quarter)	84.8%	70.0%
Q2 2017/18 (Quarter)	73.7%	70.0%
Q3 2017/18 (Quarter)	72.4%	70.0%
Q4 2017/18 (Quarter)	84.8%	70.0%

Please note that the figures below do not include planning applications that were the subject of Planning Processing Agreements (PPAs). In total for the Formartine Area in this reporting period 11 Local Development planning applications were the subject of PPAs with 10 of them (91%) being determined within their agreed periods.

Overall performance for all Local Developments determined within the 2 month determination period in this Quarter is recorded as 85%. The previous Quarter reported a figure of 72%. The recorded figures continue to exceed the Aberdeenshire target of 70%. Only 10 out of the 66 Local Development applications determined failed to meet the 2 month determination target. Overall performance therefore remains steady for all Local Developments and reflects the efforts of the team to focus on performance objectives in what was a challenging year with high staff turnover, training requirements and bedding in periods.

Indicator	5.8 F - 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%	✓	99.01%	101	↑	↑						
Q1 2017/18	95%	✓	97.71%	131	↑	↓						
Q2 2017/18	95%	✓	100%	115	↑	↑						
Q3 2017/18	95%	✓	100%	107	↑	-						
Q4 2017/18	95%	✓	100%	102	↑	-						

Performance indicator target has been met.

Period	Actual Value	Target (Years)	Target (Quarters)
Q4 2016/17	99.01%	90%	95%
Q1 2017/18	97.71%	95%	95%
Q2 2017/18	100%	95%	95%
Q3 2017/18	100%	95%	95%
Q4 2017/18	100%	95%	95%

Indicator	5.9 F - Attend potentially dangerous buildings within 4 hours of notification										Red T'hold	Amber T'hold
Q4 2016/17	Target	Status	Value	# notifications	Long Trend	Short Trend						
Q4 2016/17	100.0%	No activity	-	0	-	-						
Q1 2017/18	100.0%	✔	100.0%	1	↑	-						
Q2 2017/18	100.0%	✔	100.0%	1	↑	-						
Q3 2017/18	100.0%	No activity	-	0	-	-						
Q4 2017/18	100.0%	No activity	-	0	-	-						
							<p>100.0% 90.0% 80.0% 70.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% .0%</p> <p>Q1 2017/18      Q2 2017/18      Q3 2017/18      Q4 2017/18</p> <p>■ Years   ■ Quarters   ● Target (Years)   ● Target (Quarters)</p>					
							No dangerous buildings were reported this quarter.					

Indicator	5.10 F 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		
Q4 2016/17								
Q1 2017/18	90%	✓	100%	107	Revised measure	Revised measure		
Q2 2017/18	90%	✓	94%	100	→	→		
Q3 2017/18	90%	✓	96.84%	95	→	←		
Q4 2017/18	90%	✓	97.7%	87	←	←		

Performance indicator target has been met.

