

Appendix 1: Regulatory Delivery Plan 2019/20 – Year End Progress

P	A strong local economy and improved job opportunities
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Ob	Increased employment and training opportunities
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Action	Status	Progress	Due Date	Comment	Assigned To
Continue to work to ensure that the key regeneration sites are progressed on site and high quality development is achieved on the ground		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2020	Work continues to be progressing on the regeneration sites. The energy centre and the care home are near completion on Queens Quay with construction work commenced on the health centre and affordable housing. Early discussions are taking place with a private housebuilder for part of the site. Dumbarton Waterfront - Lidl now open and affordable housing now complete.	Pamela Clifford
Monitor development on the key regeneration sites to ensure that they comply with the approved consent		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2020	A Compliance Officer was appointed on a 2 day fixed terms contract to monitor major regeneration sites and this is now underway.	Erin Goldie
Participate in the examination of the Local Development Plan		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2020	Examination Report issued to the Council on 22/04/20 and will reported to August Planning Committee with the Plan shortly after submitted to the Scottish Government for adoption.	Pamela Clifford
Evaluate the Place & Design Panel		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2020	The Council agree in February to continue the Place and Design Panel. The work of the Panel will be evaluated this year again by the Evaluation Board in May.	Pamela Clifford




P	Supported individuals, families and carers living independently and with dignity
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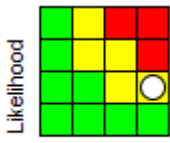
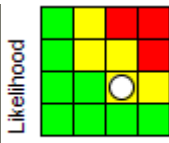
Ob	Improved wellbeing
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Performance Indicator	2018/19		2019/20						2020/21	Assigned To
	Value	Status	Value	Target	Status	Long Trend	Short Trend	Note	Target	
Air Quality: PM10 Concentration	10		10	18				Target met.	18	Martin Keeley
% of air quality monitoring stations complying with the national objective for nitrogen dioxide at the nearest building façades of residential properties , schools, hospitals and care homes (40ug/m3 NO2)	100%		100%	100%				Target met.	100%	Martin Keeley

Performance Indicator	2018/19		2019/20					2020/21	Assigned To	
	Value	Status	Value	Target	Status	Long Trend	Short Trend	Note		Target
Percentage of highest priority pest control service requests responded to within 2 working days	95%		95%	95%				1537 service requests received and 1459 responded to within target. 95% target achievement	95%	John Stevenson
Percentage of businesses satisfied or very satisfied with the service they received from environmental health	96.4%		99%	95%				Target exceeded for the period.	95%	Martin Keeley
Percentage of customers satisfied or very satisfied with the service they received from environmental health	90.1%		86%	85%				Target met for the period.	85%	Martin Keeley
Percentage of businesses and activities regulated by environmental health who are substantially compliant with legislative requirements	89%		89%	75%				The target for substantial compliance was exceeded for the period. Effective, proportionate regulation was delivered by Environmental Health.	75%	Martin Keeley
Total annual redress won for consumers by Trading Standards Group (£)	£16,376	N/A	£16,118	N/A	N/A			As this is a data only PI, no targets are set.	N/A	Tony Cairns
Food Safety: Percentage of premises in the highest risk category (6 monthly inspections by Food & Business Group) that were inspected on time	100%		100%	100%				100% of the highest risk category Food Businesses were inspected on time.	100%	Martin Keeley
Food Safety: Percentage of premises in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time	100%		98%	100%				The inspection programme was suspended before year end due to Covid-19 restrictions. Despite this, 98% of the highest risk category food businesses were inspected on time.	100%	Martin Keeley
Percentage of service users satisfied or very satisfied with the service they received from trading standards	85%		87%	80%				Target exceeded and satisfaction remains high, up from 85% the previous year.	80%	Tony Cairns
Percentage of businesses satisfied or very satisfied with the service they received from trading standards	100%		N/A	80%	N/A	N/A	N/A	Over the year, a total of 29 businesses contacted Trading Standards for advice concerning their business. Unfortunately, none responded to our request for feedback on the service received.	80%	Tony Cairns
Cost of trading standards per 1,000 population £	£3,063		N/A	£3,227	N/A	N/A	N/A	2019/20 data for LGBF cost indicators will be available in the first quarter of 2021 following publication by the Improvement Service.	£3,227	Tony Cairns
Cost of environmental health per 1,000 population £	£11,882		N/A	£14,968	N/A	N/A	N/A		£14,968	Martin Keeley
Number of reports of bogus/cold callers	38	N/A	25	N/A	N/A			Most concerned unsolicited callers selling home improvement services such as roofing repairs and	N/A	Tony Cairns

Performance Indicator	2018/19		2019/20						2020/21	Assigned To
	Value	Status	Value	Target	Status	Long Trend	Short Trend	Note	Target	
								energy efficiency products to elderly residents. Trading Standards worked with various internal and external partners including Police Scotland over the year to distribute "no cold caller" door stickers to residents. As this is a data only PI, no targets are set.		

Action	Status	Progress	Due Date	Comment	Assigned To
Ensure compliance with the revised Food Law Rating Scheme due to be implemented in April 2019	✓	 100%	31-Mar-2020	The Interventions - Food Law Code of Practice (Scotland) 2019 (hereafter referred to as the Interventions Code 2019) received Ministerial approval and thereafter came into force on 01/07/2019. The Food and Business Group of Environmental Health is implementing the terms of the code and is currently compliant. Ongoing compliance is being managed.	Martin Keeley
Engage with the newly formed Public Health Scotland to ensure collaborative working and Environmental Health resources are effectively targeted in public health priority areas within West Dunbartonshire	✓	 100%	31-Mar-2020	The Environmental Health Manager actively engaged throughout 2019/20 with partners through the Society of Chief Officers of Environmental Health Scotland to contribute to the development of Public Health Scotland ahead of its April 2020 vesting date. Public Health Scotland is now vested and work is ongoing to engage with the new body to ensure that Environmental Health Workforce strategy and development is a focus of the process for public health protection and improvement.	Pamela Clifford
Review the implications of BREXIT on Food Export Health Certification and introduce any necessary measures	✓	 100%	31-Mar-2020	Following the passing of exit legislation, a transition period is in effect until end of 31st December 2020 during which time there is regulatory alignment and food exports are unaffected. Planning for RWCS at the end of the transition period will continue during 2020.	Martin Keeley

Risk	Current Risk Matrix	Latest Note	Target Risk Matrix	Assigned To
No deal BREXIT risk for Environmental Health		EU exit bill passed and became law. UK entered a transition period, ending 31.12.2020. Preparations to mitigate the RWCS (leaving without a deal) began but were stalled during the pandemic. The impact remains assessed as critical with Likelihood remaining at Likely during the transition period.		Martin Keeley

Ob	More affordable and suitable housing options
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Performance Indicator	2018/19	2019/20	2020/21	Assigned To
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	Value	Status	Value	Target	Status	Long Trend	Short Trend	Note	Target	
Percentage of private landlord applications administered and processed within 21 days	99%		98%	95%				Target exceeded. 874 applications were received and 856 applications were approved within 21 days.	95%	John Stevenson

Action	Status	Progress	Due Date	Comment	Assigned To
Implement the revised scheme for landlord registration applications and fees that will be introduced in 2019		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2020	Internal procedures and processes revised and updated to take account of the new changes.	John Stevenson
Affordable Housing Programme - Provide legal assistance in the negotiation and completion of the requisite legal agreement and assist colleagues throughout the Council to develop the knowledge to take the programme forward		<div style="width: 80%;"><div style="width: 80%; background-color: #4f81bd; color: white; text-align: center;">80%</div></div>	31-Mar-2020	Queens Quay New Build – Cube Housing Association – Complex negotiations concluded February 2020. Contractual discussions on remaining sites will not now conclude until end of lockdown as contractor has furloughed the majority of their workforce and Housing is not deemed to be Essential in terms of Scottish Government guidance.	Alan Douglas
Establish an Energy Supply Company (ESCo) for the District Heating System, including governance rules for its operation, and formally constitute it as an arms length but wholly owned entity		<div style="width: 90%;"><div style="width: 90%; background-color: #4f81bd; color: white; text-align: center;">90%</div></div>	31-Mar-2020	Report on establishment of ESCo was planned for Council in June 2020. This was submitted.	Alan Douglas

Open, accountable and accessible local government

Equity of access for all residents


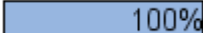









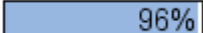
Performance Indicator	2018/19		2019/20						2020/21	Assigned To
	Value	Status	Value	Target	Status	Long Trend	Short Trend	Note	Target	
% of committee agendas published within standing order timescales	99.1%		100%	98.4%				All committee agendas published within standing order timescales.	98.6%	George Hawthorn; Christine McCaffary

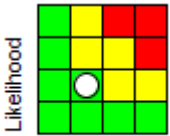
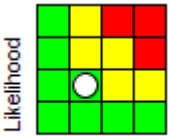
Efficient and effective frontline services that improve the everyday lives of residents

A continuously improving Council delivering best value

Performance Indicator	2018/19		2019/20					2020/21	Assigned To	
	Value	Status	Value	Target	Status	Long Trend	Short Trend	Note		Target
Planning applications (major developments) - average number of weeks to decision	21.8		14.8	20				Performance has been excellent for the reporting period. Resources have been focused on this important area of work that includes some of the Council's key regeneration sites and other long standing vacant sites obtaining planning permission for redevelopment. Front loading these applications at the pre-application stage has resulted in quick and quality decision making well within target timescales.	20	Erin Goldie
Planning applications (householder) - average number of weeks to decision	8.6		12.7	7				In the reporting period there were staffing issues within administrative support leading to delays in applications being validated. Furthermore there were staff shortages including a Lead Planning Officer vacancy and a Lead Planning Officer on maternity leave. These circumstances, together with a high volume of case work, contributed to delays in the determination of applications. Administrative support issues and staffing at Lead Officer level was addressed by January 2020 so we are expecting to see an improvement in performance going forward however we have had a planning officer vacancy since February 2020 and this is likely to have some impact on performance over householder and local applications.	7	Erin Goldie
Planning applications (local development, excluding householder) - average number of weeks to decision	14.4		16	12					12	Erin Goldie
Average time taken to deliver a commercial planning application decision	10.62		13.5	8.5					8.5	Erin Goldie
Percentage of Environmental Health Service customer service requests first responded to within 2 working days	94%		94%	90%				Target was exceeded for the period. EH Customer Service response was well managed and effective during the period.	90%	Martin Keeley
Percentage of building warrant applications responded to within 20 working days	70%		71%	80%				A high volume of applications and two vacant posts within the team impacted on meeting the target.	80%	Karen Bacchetti
Overall time taken to issue building warrant (weeks)	15		13	16				Target exceeded.	16	Karen Bacchetti
Cost per planning application	£6,879		N/A	£4,800	N/A			2019/20 data for LGBF cost indicators will be available in the first quarter of 2021 following publication by the Improvement Service.	£4,800	Pamela Clifford

Action	Status	Progress	Due Date	Comment	Assigned To
Implement the changes required by the Planning Bill		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	31-Mar-2020	The Planning (Scotland) Act 2019 was eventually passed in June 2019 after a significant number of amendments which lead to delays in its passage through Parliament. Secondary legislation is being prepared however it has been delayed now by coronavirus. The Council continues to be involved	Pamela Clifford

Action	Status	Progress	Due Date	Comment	Assigned To
				through Heads Of Planning.	
Ensure that processes and performance meets Scottish Government requirements to ensure that Building Standards verification is awarded			31-Mar-2020	Appointed by the Scottish Government for 3 years from 1st May 2020 as Building Standards verifiers for good performance.	Pamela Clifford
Implement the new geographic information system (GIS)			31-Mar-2020	The new GIS system went live in March 2020. 5 of the 6 milestones were completed. The final milestone relating to the launch of the new system was delayed due to restrictions on gatherings imposed as a result of the coronavirus. Ongoing development and training will be rolled out in 2020/21.	Irene McKechnie
Formally register the Council's ownership of the solum of the River Leven from Loch Lomond to Dumbarton in the Land Register of Scotland			31-Mar-2020	This action is successfully completed	Sally Michael
Transfer of Committee Management Information System (CMIS) to a cloud based server			31-Mar-2020	CMIS has successfully transferred to the cloud. There were a few errors identified on first day of operation but they have now been resolved.	George Hawthorn
Implement the Registration Marketing Plan			31-Mar-2020	Production of promotional video initially delayed until better weather but now delayed due to COVID-19 pandemic lockdown. Video will now be produced in 2020/21.	George Hawthorn
Ensure implementation of Improvement Action Plans arising from the self-evaluation process			31-Mar-2020	All self-evaluation Improvement Plans were reviewed regularly throughout the year. All actions have been implemented with the exception of one action for Legal Services relating to an annual whole team meeting. The preparation for this has been done and will be rescheduled once the coronavirus restrictions have been lifted.	Peter Hessett

Risk	Current Risk Matrix	Latest Note	Target Risk Matrix	Assigned To
Failure to monitor and enforce regulatory areas with public risk		Risk reviewed on basis of EH staffing remaining at 2019/20 levels and current risk remains the same as the target risk.		Martin Keeley

Risk	Current Risk Matrix	Latest Note	Target Risk Matrix	Assigned To
Failure to adequately respond to an emergency situation such as a multiple fatality workplace accident, outbreak of food borne communicable disease, a major public health incident (human or animal disease or environmental incident)		The further reduction in staffing capacity due to retirement of the Environmental Pollution Group Service Coordinator and the post remaining vacant has further reduced the capacity of the Environmental Health Service to respond to emergencies.		Tony Cairns; Martin Keeley

Action Status	
	Overdue
	Completed

PI Status	
	Alert
	Warning
	OK

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Risk Status	
	Alert
	Warning
	OK