

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Development and Environmental Services

Planning Committee: 1 March 2006

Subject: DES Quarterly Performance Review for Oct. – Dec. 2005

1.0 Purpose:

- 1.1 To inform the committee of the performance of the Development and Environmental Services Department for the period October to December 2005.

2.0 Background:

- 2.1 A performance management framework is established across the Council and one of the key components of the framework is the regular reviewing of performance within departments and subsequent reporting of this to members.
- 2.2 The relevant sections of the Department which report to this committee include Forward Planning and Regeneration, Development Control and Building Standards and this report covers these services.

3.0 Main Issues:

- 3.1 Statutory Performance Indicators: Development and Environmental Services is directly responsible for reporting a significant number of the Statutory Performance Indicators (SPIs) required by Audit Scotland. A number of former SPIs that have been abandoned by Audit Scotland have been retained by the Department for use as Local PIs for performance management purposes. The applicable SPIs and Local PIs for the Department compared to the Scottish average are presented in graphical format in Appendix 1.

Progress towards achieving Corporate Objectives. The 'Towards 2009' Corporate Plan for 2005 – 2009 contains six Corporate Priorities and also lists the Corporate Objectives that are designed to address these priorities. The Department has 11 actions in the Action Planning Database for 2005/06 which are aimed at achieving these objectives and which come under the remit of the Planning Committee. These in turn generate 11 outputs of which two have already been achieved namely:

- 100 per cent approval of funds has been achieved and 75 per cent of expenditure (grant take-up is dependent on individual's actions) for disabled adaptations to private sector housing.

- We have allocated around £600,000 for the repair and improvement of private sector housing.

The nine remaining outputs are currently all on track.

Progress towards achieving Departmental Objectives. The Department also has 5 actions in the Action Planning Database for 2005/06 which are aimed at achieving its own departmental objectives and which come under the remit of the Planning Committee. These in turn generate 5 outputs and they likewise are all currently all on track.

4.0 Recommendation:

Members are requested to note the contents of this report



Dan Henderson

Director of Development & Environmental Services
15 February 2006

Appendices - 1

Background Papers: Quarterly Performance Review for October –
December 2005 for Development and Environmental
Services

Wards Affected: All

Person to Contact: Iain Thomson – Quality and Performance Officer, DES,
Council Offices, Rosebery Place, Clydebank G81 1TG
Tel: (01389) 738204

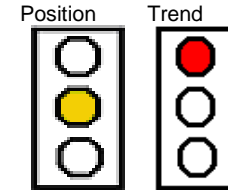
Appendix 1

WEST DUNBARTONSHIRE COUNCIL

Indicator DS1a: % of Building Warrant requests responded to within 15 days

Local PI's and Targets

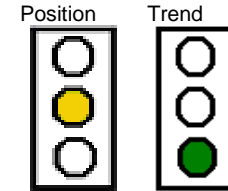
Department: Development & Environmental Services **Date:** January 2006
Section: Building Control – Pat McLaughlin



Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>DS1a: % Building Warrant requests in 15 days</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>02/03</td> <td>33.4%</td> <td>65.6%</td> </tr> <tr> <td>03/04</td> <td>78.9%</td> <td>63.5%</td> </tr> <tr> <td>04/05</td> <td>58.7%</td> <td>63.1%</td> </tr> <tr> <td>05/06</td> <td></td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	02/03	33.4%	65.6%	03/04	78.9%	63.5%	04/05	58.7%	63.1%	05/06			06/07			07/08			08/09			N/A	Improvement in numbers of applications processed following start of replacement team member. If trend continues response time targets will be achieved. Number of site inspections limited to allow additional time for processing applications. Applications monitored and redistributed to be dealt with as appropriate.
Year	WDC	Scotland																								
02/03	33.4%	65.6%																								
03/04	78.9%	63.5%																								
04/05	58.7%	63.1%																								
05/06																										
06/07																										
07/08																										
08/09																										
Comments	Comparator Group Information	Progress in 05/06																								
The Section remained one staff member down and this, along with the inexperience of other staff, familiarisation with new legislation and increasing numbers of applications, has unfortunately meant a continuing drop in performance.		Q1: 35% Q2: 30.4% Q3: 43% Q4:																								
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																								
<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		05/06: 80% 06/07 07/08 08/09 Forecast Out-turn for 05/06: 45%																								

WEST DUNBARTONSHIRE COUNCIL

Local PI's and Targets for:-



Indicator DS1b: Average time taken to respond to a Completion Certificate

Department: Development & Environmental Services

Date: January 2006

Section: Building Control– Pat McLaughlin

<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>3</td> <td>4</td> <td>6</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>4</td> <td>5</td> <td>5</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	3	4	6					Scotland	4	5	5					<p>Annual Performance Data compared to Comparative Group Average</p> <p style="text-align: center;">N/A</p>	<p>Summary of Improvement Action Plan</p> <p>Responses for Completion Certificate inspections are well within the target with Certificates being issued within the recommended period.</p>
	02/03	03/04	04/05	05/06	06/07	07/08	08/09																			
WDC	3	4	6																							
Scotland	4	5	5																							
<p>Comments</p> <p>Figures are better than last financial year and well within the target figure.</p>	<p>Comparator Group Information</p>	<p>Progress in 05/06</p> <p>Q1: 4.5 days Q2: 4.9 days Q3: 4.8 days Q4:</p>																								
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																								
<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 		<p>05/06: 10 days (max) 06/07 07/08 08/09</p> <p><u>Forecast Out-turn for 05/06:</u> 4.5 days</p>																								

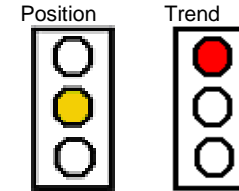
WEST DUNBARTONSHIRE COUNCIL

Indicator DS1c: % of Building Warrants issued within 6 days

Local PI's and Targets for:-

Department: Development & Environmental Services
Date: January 2006

Section: Building Control – Pat McLaughlin



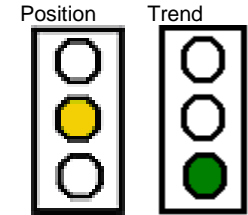
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <thead> <tr> <th></th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>63.4%</td> <td>89.9%</td> <td>79.1%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>80.0%</td> <td>81.0%</td> <td>82.1%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	63.4%	89.9%	79.1%					Scotland	80.0%	81.0%	82.1%					N/A	Changes in working practice are being introduced with a view to improving performance and working towards the target.
	02/03	03/04	04/05	05/06	06/07	07/08	08/09																			
WDC	63.4%	89.9%	79.1%																							
Scotland	80.0%	81.0%	82.1%																							
<p>Comments</p> <p>The slight drop in performance is again a reflection of staffing, new legislation and increasing numbers of applications.</p>	<p>Comparator Group Information</p>	<p>Progress in 05/06</p> <p>Q1: 73.2% Q2: 68.9% Q3: 80.5% Q4:</p>																								
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																								
<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		<p>05/06: 80% 06/07 07/08 08/09</p> <p><u>Forecast Out-turn for 05/06:</u> 75%</p>																								

WEST DUNBARTONSHIRE COUNCIL

Indicator DS1d: % of Completion Certificates issued within 3 days

Local PI's and Targets for:-

Department: Development & Environmental Services
Date: January 2006
Section: Building Control – Pat McLaughlin



<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>67.9</td> <td>90.0</td> <td>81.9</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>82.3</td> <td>78.2</td> <td>82.3</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	67.9	90.0	81.9					Scotland	82.3	78.2	82.3					<p>Annual Performance Data compared to Comparative Group Average</p> <p style="text-align: center;">N/A</p>	<p>Summary of Improvement Action Plan</p> <p>Changes in working practice should allow the target figure to be met.</p>
	02/03	03/04	04/05	05/06	06/07	07/08	08/09																			
WDC	67.9	90.0	81.9																							
Scotland	82.3	78.2	82.3																							
<p>Comments</p> <p>Target achieved and monitoring of working practice continued.</p>	<p>Comparator Group Information</p>	<p>Progress in 05/06</p> <p>Q1: 67.6% Q2: 79% Q3: 91.7% Q4:</p>																								
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																								
<p>WDC 82%</p> <p>Average 82%</p>	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 80% 06/07 07/08 08/09</p> <p>Forecast Out-turn for 05/06: 80%</p>																								

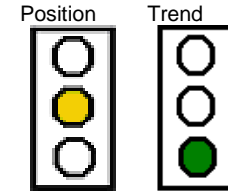
WEST DUNBARTONSHIRE COUNCIL

Indicator DS2: % of All Planning Applications dealt with in 2 Months

Statutory PI's and Targets for:-

Department: Development & Environmental Services **Date:** January 2006

Section: Planning Control– Jamie Bridgewater



<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>71.0%</td> <td>63.5%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>64.2%</td> <td>62.2%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	71.0%	63.5%					Scotland	64.2%	62.2%					<p>Annual Performance Data compared to Comparative Group Average</p> <p style="text-align: center;">N/A</p>	<p>Summary of Improvement Action Plan</p> <p>Complementary work on design guidance and other improvements in practice are ongoing to try to ensure that this improved performance is maintained.</p>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	71.0%	63.5%																					
Scotland	64.2%	62.2%																					
<p>Comments</p> <p>There has been a significant improvement in the time taken to determine Planning Applications with performance now significantly above the national average.</p>	<p>Comparator Group Information</p>	<p>Progress in 05/06</p> <p>Q1: 72% Q2: 83% Q3: 79% Q4:</p>																					
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																					
<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		<p>05/06: 80% 06/07 07/08 08/09</p> <p>Forecast Out-turn for 05/06: 80%</p>																					

WEST DUNBARTONSHIRE COUNCIL

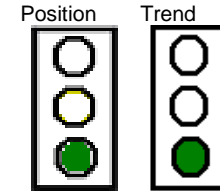
Indicator 2a: % of Householder Planning applications dealt with in 2 Months

Statutory PI's and Targets

Department:-Development & Environmental Services

Section: Planning Control - Jamie Bridgewater

Date: January 2006



Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<table border="1"> <caption>DS2a: % of Householder Planning Applications dealt within 2 months</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>81.3%</td> <td>80.6%</td> </tr> <tr> <td>04/05</td> <td>84.8%</td> <td>78.3%</td> </tr> <tr> <td>05/06</td> <td></td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	03/04	81.3%	80.6%	04/05	84.8%	78.3%	05/06			06/07			07/08			08/09			N/A	Complementary work on design guidance is ongoing to try to ensure that this high performance is maintained.
Year	WDC	Scotland																					
03/04	81.3%	80.6%																					
04/05	84.8%	78.3%																					
05/06																							
06/07																							
07/08																							
08/09																							
Comments	Comparator Group Information	Progress in 05/06																					
There has been a significant improvement in the time taken to determine Planning Applications with performance now significantly above the national average.		Q1: 84% Q2: 96% Q3: 94.7% Q4:																					
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																					
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 90% 06/07 07/08 08/09</p> <p><u>Forecast Out-turn for 05/06:</u> 90%</p>																					

