

## Appendix 1: Regulatory & Regeneration Delivery Plan 2020/21 - Year-end Progress

	A strong local economy and improved job opportunities
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	A growing economy
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Number of businesses given advice and assistance to start up through Business Gateway	200		201	200			During 2021/22, 201 business start-ups were supported through the Business Gateway service which slightly exceeded the target of 200.	Gillian Scholes
No of business gateway start-ups per 10,000 population	22.3		Not yet available	21.98			2021/22 data for this Local Government Benchmarking Framework indicator will be available in the first quarter of 2023 following publication by the Improvement Service.	Gillian Scholes
Cost of Economic Development & Tourism per 1,000 population	155,060		Not yet available	150,000			2021/22 data for Local Government Benchmarking Framework cost indicators will be available in the first quarter of 2023 following publication by the Improvement Service.	Gillian Scholes
Proportion of properties receiving superfast broadband	98.4%		Not yet available	100%			Data will be available from the 2022 Ofcom Connected Nations Report which has yet to be published.	Gillian Scholes
Town Vacancy Rates	15.67%		16.58%	11.4%			A survey of ground floor town centre commercial units (excluding pubs, cinemas and amusements) was undertaken in June 2022. Vacancy rates were higher than the target owing to shop/business closures during the pandemic and the downturn in town centre activity being experienced nationwide, but also some managed vacancies related to town centre regeneration. Individual town centre vacancy rates were: Alexandria, 17.86%; Clydebank, 14.04%; and Dumbarton 19.33%.	Alan Williamson

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
Immediately available employment land as a % of total land allocated for employment purposes	40		38.95	42.5			The 2021/22 figure is based on survey work undertaken in May/June 2022 and correlates with the 2021/22 SLAED indicator return. The figure is below target, however future targets will be based upon a national average figure.	Alan Williamson	

Action	Status	Progress	Due Date	Note	Owner
Ensure key regeneration sites are progressed to enable high quality development to be achieved on the ground			31-Mar-2022	Planning & Building Standards continue to support the key regeneration sites. The Queens Quay Health and Care Centre is now operational; the affordable housing development is scheduled for occupation in late 2022; and we are supporting the discharge of conditions on the planning permission in principle on the Exxon development.	Pamela Clifford
Monitor the development of the key regeneration sites to ensure they comply with the approved consent			31-Mar-2022	Completed as planned for 2021/22.	Pamela Clifford
Deliver key regeneration sites across West Dunbartonshire			31-Mar-2022	Actions completed for this period. As the new Economic Development Strategy is developed, details of actions will be set out in that plan.	Gillian McNamara; Pamela Clifford
Explore commercial opportunities in our town centres			31-Mar-2022	Artizan Centre acquisition completed March 2022.	Gillian McNamara
Deliver the Town Centre Recovery Plan			31-Mar-2022	A number of different interventions have been delivered, including 'Loves Local', Loves Local gift cards, and town centre COVID adaption grants.	Gillian McNamara

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to deliver Queens Quay Masterplan	Following completion of Council investment there is a risk the housing plot sales do not materialise in the next 3-7 years.			13-Apr-2022	Focus continues on landowners securing new housing developments for the site.	Gillian McNamara; Pamela Clifford
Inability to meet demands of Council to progress regeneration projects within desired timescales	The number and complexity of regeneration projects is putting considerable strain on the resources available which can be exacerbated by delays out with the control of the service			13-Apr-2022	Individual projects continue to progress, reducing the likelihood of undesirable outcomes.	Pamela Clifford; Alan Douglas; Gillian McNamara

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
	and when pinch points on different projects occur at roughly the same time.					

P	Supported individuals, families and carers living independently and with dignity
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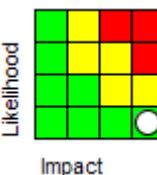
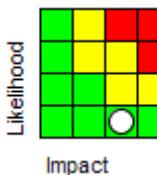
Ob	Improved wellbeing
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Air Quality: PM10 Concentration	9		8.7	18			The value is well within the national target of 18ug (micrograms) and both the short and long trends are improving.	Mark Walsh
% 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 with all 33 monitoring stations complying with the national objective.	Mark Walsh
Percentage of highest priority pest control service requests responded to within 2 working days	98%		98%	95%			Target met. Of the 1,523 service requests received, 1493 were responded to within target.	John Stevenson
Percentage of service users (businesses) very satisfied or fairly satisfied with the service they received from environmental health	100%		100%	95%			Target met.	Eilidh Paton
Percentage of service users (citizens) satisfied or very satisfied with the service they received from environmental health	90%		92.3%	85%			Target met. Of the 442 service users surveyed during the year, 408 were satisfied or very satisfied with the service they received.	John Stevenson
Percentage of businesses and activities regulated by environmental health who are substantially compliant with legislative requirements	94%		95%	75%			Target met. 1,148 businesses and other non-commercial establishments were inspected during the year and 1,095 were found to be substantially compliant with legislative requirements.	John Stevenson
Total annual redress won for consumers by Trading Standards Group (£)	£5,030.00		£15,509.50	N/A			Value of redress is up from previous year. Most consumer advice is dealt with in the first instance by our partner Consumer	Annemarie Clelland

Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
							Advice Scotland. In general, only the more complex complaints or those involving criminal allegations come to Trading Standards.	
Food Law: Percentage of food businesses in the highest risk category (1 to 6 monthly inspections by Food & Business Group) that were inspected on time	100%		100%	100%			Inspections were suspended due to COVID-19 until October 2021. We have achieved full compliance since the inspection programme restarted.	Eilidh Paton
Food Law: Percentage of food businesses in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time	100%		56%	100%			The suspension of programmed food safety inspections from mid-March 2020 until 1 October 2021 resulted in a backlog. With between 70 to 80 inspections due per month, this had a significant impact on Environmental Health staff resources in 2021/22 which will continue in 2022/23. A number of factors exacerbated this including the increased demands of the new Food Law Rating Scheme, in terms of frequency and scope of intervention, and a deficit of 2.89 Full Time Equivalent posts within the Food Business Group over the period. The latter is being addressed via recruitment and should have a positive impact on performance.	Eilidh Paton
Percentage of service users satisfied or very satisfied with the service they received from trading standards	100%	N/A	N/A	80%	N/A	N/A	Feedback was received from only a handful of service users which was too few to inform this PI. We will review the way in which we gather feedback to inform how we do this in future.	Annemarie Clelland
Percentage of businesses satisfied or very satisfied with the service they received from trading standards	100%	N/A	N/A	80%	N/A	N/A	None of the 19 businesses that received business advice provided feedback. We will review the way in which we gather feedback to inform how we do this in future.	Annemarie Clelland
Cost of trading standards per 1,000 population £	£3,498.00		Not yet available	£3,227.00			2021/22 data for Local Government Benchmarking Framework cost indicators will be available in the first quarter of 2023 following publication by the Improvement Service.	Annemarie Clelland

Performance Indicator	2020/21 2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Cost of environmental health per 1,000 population £	£12,497.00		£9,808.00	£14,968.00			This is a draft figure based on 2020 Mid-Year Estimate of population rather than Mid-Year Estimate 2021 which has not yet been published. However, it is unlikely to change significantly. The decrease in cost over previous year is due to staff turnover savings. Final 2021/22 data for this Local Government Benchmarking Framework cost indicator will be available in the first quarter of 2023 following publication by the Improvement Service.	John Stevenson
Number of reports of bogus/cold callers	14		59	N/A			The high figure is in part due to projects being run throughout the year to raise awareness and install call blocking equipment on the phones of vulnerable people.	Annemarie Clelland

Action	Status	Progress	Due Date	Note	Owner
Work with Public Health Scotland to ensure the whole system approach is supported with effective strategy, policy, collaborative working and effective targeting of resources in public health priority areas		<div style="width: 100%;">100%</div>	31-Mar-2022	Engaged with Public Health Scotland during the year re the pandemic response.	Environmental Health Team
Work with national and regional stakeholders to mitigate the further effects of EU exit on food trade including imports		<div style="width: 100%;">100%</div>	31-Mar-2022	Worked in partnership with Food Standards Scotland and Scottish Government to develop Food Import controls for which local authorities are responsible for implementing.	Environmental Health Team
Implement a restart of Food Law interventions and any changes to Service Planning and Administration and Enforcement Sanctions as a result of changes to or new code/s of practice from Food Standards Scotland		<div style="width: 100%;">100%</div>	31-Mar-2022	Food Law safety inspections recommenced 1 October 2021. While this action has been completed, the suspension of the programme for 18 months from mid-March 2020 resulted in a backlog. With between 70 to 80 inspections due per month, this had a significant impact on Environmental Health staff resources in 2021/22 which will continue in 2022/23. A number of factors exacerbated this including the increased demands of the new Food Law Rating Scheme the frequency and scope of interventions, and a deficit of 2.89 Full Time Equivalent posts within the Food Business Group over the period (recruitment ongoing). That said, since the inspection programme restarted, we have prioritised those in the highest risk category with full compliance achieved.	Environmental Health Team

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Post EU exit risk for Environmental Health	<p>WD is a port health authority. It does not have status as a Designated Point of Entry / Border Control Post for food imports. Border Control Posts are targeted for development in Scotland in advance of the end of the transition period covering imports in 2021 including inland control areas. An Environmental Health presence will be required for these control areas. The lack of food import physical and regulatory infrastructure and regulatory capacity could negatively affect the food market and bring a heightened food fraud risk.</p> <p>Environmental Health is responsible for food law inspection and food import and export controls. The national need and infrastructure to support business is encompassed in national work streams and scoping to ensure national needs are met, including expanding EH resource, logistics and infrastructure. WDC Environmental Health is engaged with work streams and contingency planning. There could be significant impact / disruption to statutory service provision (Food Law, Health and Safety and Public Health Protection) in dealing with import demands.</p>	 Impact	 Impact	13-May-2022	<p>The majority of EU Exit risks were addressed in terms of export services being agreed and transition period for unfettered food import. Import food controls, taking into account the Northern Ireland protocol, are being developed in partnership with Food Standards Scotland and Scottish Government.</p>	Pamela Clifford; John Stevenson



More affordable and suitable housing options

Performance Indicator	2020/21	2021/22	Owner					
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Percentage of private landlord applications administered and processed within 21 days	99%		99%	95%			Target met. Of the 540 registrations received for approval, 535 were administered and processed within the 21 days target.	John Stevenson

Action	Status	Progress	Due Date	Note	Owner
Provide further legal assistance in the negotiation and completion of the requisite legal agreements in relation to the new affordable housing programme		<div style="width: 100%;">100%</div>	31-Mar-2022	Year-end review confirmed support was provided as required to the new housing programme.	Alan Douglas
Ensure the next phase of Queens Quay Housing is delivered		<div style="width: 100%;">100%</div>	31-Mar-2022	While there have been delays experienced with private developer securing private housing, all actions within Council control have been completed.	Gillian McNamara

	Meaningful engagement with active, empowered and informed citizens who feel safe and engaged
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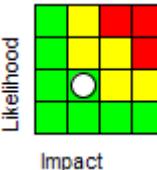
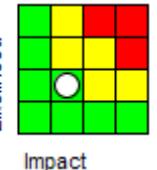
	Fully consulted and involved citizens who are able to make full use of the Community Empowerment Act
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Average score for respondents who state they feel a sense of control and influence in relation to Council decision-making and service delivery	5.4		5.4	5.4			This indicator is sourced from the Place Standard survey work that is undertaken by the Council. It covers the physical elements of a place, e.g. buildings, spaces, transport links, as well as the social aspects, including whether people feel they have a say in decision making. The most recent data relates to 2019/20, as the survey is not taken annually. Each indicator in the Place Standard is marked out of 7, so an average respondent score of 5.4 can be considered reasonable.	Alan Williamson

	Open, accountable and accessible local government
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	Equity of access for all residents
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
% of committee agendas published within standing order timescales	100%		100%	99%			Target met.	George Hawthorn; Christine McCaffary

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to organise elections well, particularly during the COVID-19 pandemic, resulting in reputational damage to the Council.	COVID-19 Additional risks associated with spread of infection, availability of suitable premises, and availability of experienced polling staff will increase risk of election being poorly run. Election risk register will highlight and record the various mitigations to reduce risk.	Likelihood  Impact	Likelihood  Impact	25-May-2022	Measures were developed to mitigate the risk of infection for all election processes for the Scottish Parliamentary Election in May 2021 and implemented for the local government election in May 2022. That election was organised and implemented successfully. This is no longer a risk going forward to 22/23.	George Hawthorn

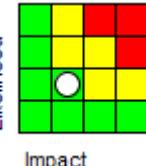
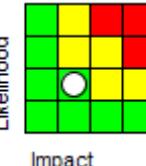
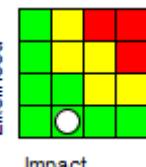
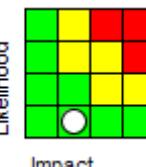
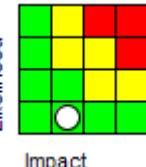
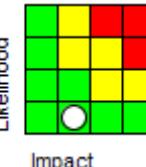
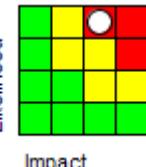
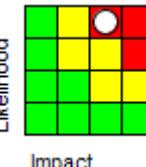
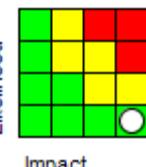
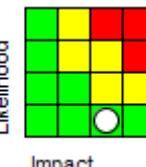
P	Efficient and effective frontline services that improve the everyday lives of residents
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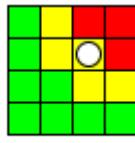
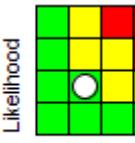
Ob	A continuously improving Council delivering best value
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Planning applications (major developments) - average number of weeks to decision	11.2	✓	10.3	20	⬆	⬆	Target well exceeded and is well above the Scottish national average for major developments	Pamela Clifford
Planning applications (householder) - average number of weeks to decision	9.5	🟡	8.5	7	⬆	⬆	While the target was missed, performance has improved over the short and long terms. Staff resources, workload balancing and vacancies within the team during a substantial part of the year resulted in some applications exceeding the target. The focus for the year ahead will be reducing the overall time taken to issue decisions as staffing levels have now improved.	Pamela Clifford
Planning applications (local development, excluding householder) - average number of weeks to decision	12.7	⚠	12.5	12	⬆	⬆	While the target was narrowly missed, performance has continued to improve year-on-year.	Pamela Clifford
Percentage of Environmental Health service requests from citizens first responded to within 2 working days	97%	✓	97%	90%	▬	⬆	Target met. Of the 3,422 service requests received, 3,307 were responded to within target.	John Stevenson
Percentage of building warrant applications responded to within 20 working days	82%	✓	87%	80%	⬆	⬆	Target exceeded and performance continues to improve year-on-year.	Judi Ferguson

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
Overall time taken to issue building warrant (weeks)	15.1		16	16			Target met.		Judi Ferguson
Cost per planning application	£6,625.00		Not yet available	£4,800.00			2021/22 data for this Local Government Benchmarking Framework indicator will be available in the first quarter of 2023 following publication by the Improvement Service.		Pamela Clifford
Average time taken to deliver a commercial planning application decision	10.37		13	8.5			Target missed, largely due to a legacy application in the first quarter of 2021/22.		Pamela Clifford

Action	Status	Progress	Due Date	Note	Owner
Support the establishment of the West Dunbartonshire Energy LLP Strategic and Management Board through the development of rules surrounding the interaction of members, as well as providing day to day legal advice		<div style="width: 100%;">100%</div>	31-Mar-2022	Year-end review confirmed support was provided as required.	Alan Douglas
Designate and train service data ambassadors for the Corporate Data Information Management System (MAGIC) system		<div style="width: 50%;">50%</div>	31-Mar-2022	While this action was started and some progress made, it was on hold for several months due to long term absence. It was recommenced in early 2022 and will be carried over to 2022/23.	Alan Williamson
Assess the implications of the new measures being introduced by the Scottish Government in relation to the Planning Act (Scotland) 2019		<div style="width: 100%;">100%</div>	31-Mar-2022	This has been assessed and appropriate action taken to ensure compliance.	Alan Williamson
Co-ordinate the refurbishment of civic areas of Clydebank Town Hall		<div style="width: 90%;">90%</div>	31-Aug-2021	The majority of works have now been completed, leaving only the woodwork in the chamber and the toilet/kitchen area to be completed. It is anticipated that remaining works will be completed by August 2022.	George Hawthorn
Co-ordinate the organisation of remaining civic events to commemorate the 80th Anniversary of the Clydebank Blitz		<div style="width: 100%;">100%</div>	31-Mar-2022	All planned events have now been completed	George Hawthorn
Organise and implement the Scottish Parliamentary Election		<div style="width: 100%;">100%</div>	30-Jun-2021	Scottish Parliamentary Election organised and implemented successfully.	George Hawthorn

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Failure to monitor and enforce regulatory areas with public risk	The Council fails to comply with statutory regulatory duties in respect of environmental health, trading standards and licensing laws	 Likelihood	 Likelihood	27-Apr-2022	This continues to be a risk together with COVID recovery. Approval was however granted at the Council budget meeting on 9/3/2022 for the recruitment of an additional two Environmental Health Officer posts and recruitment is underway.	John Stevenson
COVID-19 impact on Regulatory & Regeneration Service Delivery	Regulatory & Regeneration is faced with significant delivery demands in relation to moving services online, disruption, reduction and quality.	 Likelihood	 Likelihood	28-Apr-2022	While the move to home working was largely successful there was a natural drop in efficiency in some areas which was impossible to completely remove. As access to the office has increased this issue has receded. As the economy opens up some services are experiencing additional pressure.	Regulatory and Regeneration Managers
COVID-19 impact on Regulatory & Regeneration Workforce	Regulatory & Regeneration is faced with significant workforce demands in relation to absence, reduction, recruitment and wellbeing.	 Likelihood	 Likelihood	28-Apr-2022	The principle risk here continues to relate to significant staff being absent either due to COVID or self-isolation particularly in front line services where working from home is not as suitable. Appropriate safety measures are in place (processes have been risk assessed) to minimise the likelihood of this happening. As a result, the risk score remains low.	Regulatory and Regeneration Managers
Income for services continues to be dramatically reduced as a result of the COVID-19 pandemic	Relates to registration, licensing, planning and building standards which have been impacted as a result of the COVID-19 pandemic	 Likelihood	 Likelihood	28-Apr-2022	Income reduction as a result of the economic impact of COVID remains an issue.	Regulatory and Regeneration Managers
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 or pandemic	There is a national shortage of qualified staff in Environmental Health, across Scotland. This impacts on West Dunbartonshire Council. Vacancy levels at WDC might impact on our ability to respond to emergencies.	 Likelihood	 Likelihood	27-Apr-2022	Although the Service Co-ordinator and two Environmental Health Officer vacant posts were filled towards the end of 2021, the sudden and tragic death of the Manager of Environmental Health created additional challenges for the Service. Interim arrangements have been made to cover the vacant Manager's post but this has created further vacancies within the Service and increased work roles. The approval of the two new additional Environmental Health	John Stevenson

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
					Officer posts should help assist in covering any additional service demands.	
Inability to recruit successfully to enable performance to be maintained	There is a current issue with recruitment of qualified staff in various parts of the service.	 Likelihood Impact	 Likelihood Impact	13-May-2022	Two vacancies in Environmental Health are now being filled and vacancies in Planning are being filled or out for advert. In addition, Building Standards has introduced a new service delivery model and new staffing.	Pamela Clifford

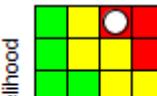
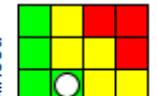


Sustainable & attractive local communities

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
Tonnage of carbon dioxide emissions from Council operations and assets	23,635		24,022	22,803			The Council's carbon footprint in 21/22 was 24,022 tonnes of CO <sub>2</sub> e, just missing the target of 22,803. Stricter carbon reduction targets set by the Climate Change Strategy mean that annual reductions will be more challenging to achieve net zero by 2045. However, it should be expected that there will be fluctuations on our carbon reduction journey towards 2045. There were significant challenges to meeting the target relating to the following: <b>COVID 19 Pandemic</b> - The pandemic had an unprecedented impact on our Council operations and residents. More staff work remotely and as a result we have had to add carbon emissions from homeworking to the Council's overall carbon footprint. Emissions relating to energy, waste and travel have also increased because, like the whole world, West Dunbartonshire is 'bouncing back' from the pandemic. <b>Waste Streams</b> - Waste and recycling make up almost 52% of the Council's carbon footprint. Waste levels, particularly from residents, have been increasing since 2012/13, with the highest recorded emissions occurring in 2021/22. Since waste	Adam Armour - Florence	

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
							<p>is the largest proportion of Council emissions, improvements to emissions from other sources do not have as much of an impact on our carbon footprint.</p> <p><b>Heating</b> – Heating makes up about 20% of the Council's carbon footprint. Whilst carbon emissions for heating have decreased slightly, the benefits of our energy efficiency interventions have been impacted by ventilation requirements in schools as a result of the pandemic. Heating will work harder and go on for longer as a result of windows and doors having to be open across all of our schools.</p> <p>We will continue to implement the actions set out in the Climate Change Strategy Action Plan for 2022/23.</p>		

Action	Status	Progress	Due Date	Note	Owner
Ensure Council has positioned the Energy Centre to showcase best practice at COP26	✓	100%	31-Mar-2022	Energy Centre successfully showcased at COP26.	Gillian McNamara
Develop a Climate Change Action plan to support the implementation of the Climate Change Strategy and ensure it is devolved and mainstreamed	✓	100%	31-Mar-2022	Action Plan officially signed-off on 27 October 2021. Now complete.  Next steps are to integrate initial actions into Pentana and allocate KPIs, etc.	Gillian McNamara

Risk	Description	Current Assessment	Target Assessment	Date Reviewed	Note	Owner
Affordability of the Exxon City Deal Project	There is a risk that the affordability of delivering the City Deal Exxon project is beyond the resources being made available from Glasgow City Region City Deal.	 Impact	 Impact	13-Apr-2022	The project board continues to monitor budget challenges including inflation and BREXIT challenges which are likely to impact affordability.	Gillian McNamara

Action Status	
	Overdue
	Completed

PI Status		Long Term Trends	Short Term Trends
	Significantly Missed Target	Improving	Improving
	Narrowly Missed Target	No Change	No Change
	Met or Exceeded Target	Declining	Declining
	Data Only		

Risk Status	
	Alert
	Warning
	OK

## Appendix 2: Quality Standards 2021/22 - Year-end Progress

QS PIs Democratic & Registration								
Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Percentage of Council and Committee minutes produced within 3 clear working days of the meeting	100%		99.25%	98%			Target met. A slight delay in producing some minutes has occurred due to additional pressure on team due to numbers needed to cover hybrid meetings.	Christine McCaffary
Percentage of all committee actions uploaded onto Pentana within 3 clear working days of the draft minute being approved	100%		99.5%	98%			Target met.	Christine McCaffary
% of committee agendas published within standing order timescales	100%		100%	99%			Target met.	George Hawthorn; Christine McCaffary
QS PIs Legal (including Trading Standards)								
Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Percentage of consumer complaints first responded to within two working days	97.7%		85%	95%			While the target was missed, performance remains high. The loss of a number of officers coupled with investigations and higher priority matters impacted on our ability to respond within the current target of two working days. Through the recruitment of new staff members in the coming year we should be in a better position to meet this target going forward.	Annemarie Clelland
Percentage of business advice requests first responded to within two working days	96.5%		100%	95%			Target exceeded. This figure includes our standard business advice and advice to businesses on trading safely during the pandemic. It was and remains important that businesses can access reliable and timely advice.	Annemarie Clelland

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days	96.5%		98%	100%			While the target was narrowly missed, the value remains very high. The speed at which Government advice and legislation changed during the pandemic meant that for more complex queries advice had to be sought.	Annemarie Clelland	

#### QS PIs Planning & Building Standards (including Environmental Health)

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
Percentage of highest priority pest control service requests responded to within 2 working days	98%		98%	95%			Target met. Of the 1,523 service requests received, 1493 were responded to within target.	John Stevenson	
Planning applications (householder) - average number of weeks to decision	9.5		8.5	7			While the target was missed, performance has improved over the short and long terms. Staff resources, workload balancing and vacancies within the team during a substantial part of the year resulted in some applications exceeding the target. The focus for the year ahead will be reducing the overall time taken to issue decisions as staffing levels have now improved.	Pamela Clifford	
Percentage of Environmental Health service requests from citizens first responded to within 2 working days	97%		97%	90%			Target met. Of the 3,422 service requests received, 3,307 were responded to within target.	John Stevenson	
Percentage of high priority planning enforcement breaches responded to within 5 working days	100%		100%	100%			Target met.	Pamela Clifford	
Percentage of building warrant applications responded to within 20 working days	82%		87%	80%			Target exceeded and performance continues to improve year-on-year.	Judi Ferguson	
Percentage of private landlord applications administered and processed within 21 days	99%		99%	95%			Target met. Of the 540 registrations received for approval, 535 were administered and processed within the 21 days target.	John Stevenson	
Food Law: Percentage of food businesses in the highest risk category (1 to 6 monthly inspections	100%		100%	100%			Inspections were suspended due to COVID until October 2021. We have achieved full compliance since the inspection programme restarted.	Eilidh Paton	

Performance Indicator	2020/21	2021/22							Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note		
by Food & Business Group) that were inspected on time									
Food Law: Percentage of food businesses in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time	100%		56%	100%			The suspension of programmed food safety inspections from mid-March 2020 until 1 October 2021 resulted in a backlog. With between 70 to 80 inspections due per month, this had a significant impact on Environmental Health staff resources in 2021/22 which will continue in 2022/23. A number of factors exacerbated this including the increased demands of the new Food Law Rating Scheme, in terms of frequency and scope of intervention, and a deficit of 2.89 Full Time Equivalent posts within the Food Business Group over the period. The latter is being addressed via recruitment and should have a positive impact on performance.	Eilidh Paton	

PI Status		Long Term Trends		Short Term Trends	
	Significantly Missed Target		Improving		Improving
	Narrowly Missed Target		No Change		No Change
	Met or Exceeded Target		Declining		Declining
	Data Only				