

WEST DUNBARTONSHIRE COUNCIL**Report by Service Managers – Regulatory & Regeneration****Corporate Services Committee 17 August 2022**

Subject: Regulatory & Regeneration Delivery Plan 2021/22 Year-end Progress**1 Purpose**

- 1.1 This report provides members with the year-end progress of the 2021/22 Delivery Plan as agreed at Committee on 19 May 2021.

2 Recommendations

- 2.1 It is recommended that Committee:
- Notes progress made on the delivery of the 2021/22 plan.

3 Background

- 3.1 In line with the Strategic Planning & Performance Framework each Chief Officer develops an annual Delivery Plan which sets out actions to help deliver the Strategic Plan and address the performance challenges and service priorities identified in the planning process. The Plan also provides an overview of services and resources, including employees and budgets, sets out the performance indicators (PIs) for monitoring progress and considers the relevant risks.
- 3.2 Progress is reported to Corporate Services Committee twice yearly, at mid-year and year-end and the Economic Development elements of the Plan are also reported separately to Infrastructure, Regeneration and Economic Development Committee.

4 Main Issues

- 4.1 The 2021/22 Delivery Plan was presented to Corporate Services Committee on 19 May 2021 and mid-year progress reported on 24 November 2021.
- 4.2 The Delivery Plan for 2021/22 was supported by an action plan of activities to be delivered over the year. Appendix 1 details the progress of this action plan.
- 4.3 Of the 18 actions set out in the plan, 16 were completed as planned. Incomplete actions relate to the following and both will be carried forward and completed in 2022/23:
- Designate and train service data ambassadors for the Corporate Data Information Management System (MAGIC) system – 50% complete; and
 - Co-ordinate the refurbishment of civic areas of Clydebank Town Hall – 90% complete.

4.4 Year-end values are available for 25 of the 32 PIs set out in the plan. Of these, 2 are classed as 'data only' where it is inappropriate to set targets. So, while year-end data is available for these PIs, neither generates a status. Of the remaining 23, 16 met or exceeded targets, 3 narrowly missed targets and 4 were further adrift of targets. Full details are set out in Appendix 1.

PIs that significantly missed target (red) are noted below, the first two of which were impacted by the pandemic:

- Town vacancy rates;
- Food Law: Percentage of food businesses in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time;
- Planning applications (householder): Average number of weeks to decision; and
- Average number of weeks to deliver a commercial planning application decision.

4.5 Nineteen of the 25 PIs either improved over the previous year or sustained the high performance recorded in 2020/21 with 18 PIs performing similarly over the longer term.

4.6 Quality standards were set out in the 2021/22 Delivery Plan to help define what service users can expect to receive and remind both the organisation and employees of the challenges and obligations they face in delivering best value services. Of the 14 PIs measuring quality standards, 10 met or exceeded targets, 2 narrowly missed targets and 2 were further adrift of the targets set for the year. Full details are set out in Appendix 2.

5 People Implications

5.1 There are no direct people implications arising from this report.

6 Financial & Procurement Implications

6.1 There are no direct financial or procurement implications arising from this report.

7 Risk Analysis

7.1 Failure to deliver on the actions assigned to Regulatory & Regeneration may have a direct impact on the delivery of the Council's Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed and approved.

8 Equalities Impact Assessment

8.1 Screening and impact assessments will be carried out on specific activities as required.

9 Consultation

9.1 The delivery plans were developed through consultation with officers from the strategic service areas.

10 Strategic Assessment

10.1 The delivery plans set out actions to support the successful delivery of the strategic priorities of the Council.

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Appendices: Appendices 1 & 2: Regulatory & Regeneration Delivery Plan 2021/22 - Year-end Progress; Quality Standards – Year-end Progress

Background Papers: 2021/22 Regulatory & Regeneration Delivery Plan Report – Corporate Services Committee, 19 May 2021
2021/22 Regulatory & Regeneration Delivery Plan Mid-year Report – Corporate Services Committee, 24 November 2021

Wards Affected: All