

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Development and Environmental Services

Planning Committee: 1 February 2006

Subject: DES Quarterly Performance Review for July – September 2005

1. Purpose:

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

2. 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 the Forward Planning and Regeneration, Development Control and Building Standards and this report covers these services.

3. 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 all of which are currently 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 too are all currently on track.

4. Recommendation:

Members are requested to note the contents of this report



Dan Henderson

Director of Development & Environmental Services
17 January 2006

Appendices - 1

Background Papers: Quarterly Performance Review for July – September
2005 for Development and Environmental Services

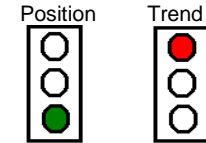
Wards Affected: All

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

Local PI's and Targets



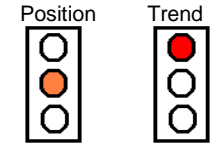
Indicator 1a: % of Building Warrant requests responded to within 15 days

Department: Development & Environmental Services
Date:- September 2005

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>1a: % Building Warrant requests within 15 days</caption> <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>33.4</td> <td>78.9</td> <td>58.7</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>65.6</td> <td>63.5</td> <td></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	33.4	78.9	58.7					Scotland	65.6	63.5						N/A	Changes in working practice are being introduced with a view to improving performance. Site visits are being reduced to allow additional time for processing applications and applications are being monitored and redistributed to be dealt with as appropriate.
	02/03	03/04	04/05	05/06	06/07	07/08	08/09																			
WDC	33.4	78.9	58.7																							
Scotland	65.6	63.5																								
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: Q4:																								
Audit Scotland SPI data for all Scottish Councils. (03/04)		TARGETS																								
<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 		05/06: 80% 06/07 07/08 08/09 Forecast Out-turn for 05/06: 45%																								

WEST DUNBARTONSHIRE COUNCIL

Local PI's and Targets



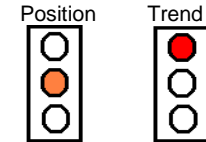
Indicator 1b: Average time taken to respond to a Completion Certificate

Department:- Development & Environmental Services
Date:- September 2005

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>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>02/03</td> <td>3</td> <td>4.1</td> </tr> <tr> <td>03/04</td> <td>4</td> <td>4.9</td> </tr> <tr> <td>04/05</td> <td>6</td> <td></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	3	4.1	03/04	4	4.9	04/05	6		05/06			06/07			07/08			08/09			N/A	Responses for Completion Certificate inspections are well within the target with Certificates being issued within the recommended period.
Year	WDC	Scotland																								
02/03	3	4.1																								
03/04	4	4.9																								
04/05	6																									
05/06																										
06/07																										
07/08																										
08/09																										
Comments	Comparator Group Information	Progress in 05/06																								
Although there has been a very slight drop in performance, the figures are better than last financial year and well within the target figure.		Q1: 4.5 days Q2: 4.9 days Q3: Q4:																								
Audit Scotland SPI data for all Scottish Councils. (03/04)		TARGETS																								
		05/06: 10 days (max) 06/07 07/08 08/09 Forecast Out-turn for 05/06: 4.5 days																								

WEST DUNBARTONSHIRE COUNCIL

Local PI's and Targets



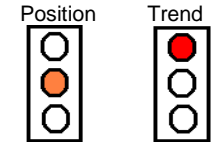
Indicator 1c: % of Building Warrants issued within 6 days

Department:- Development & Environmental Services
Date:- September 2005

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>1c: % of Building Warrants issued within 6 Days</caption> <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</td> <td>90</td> <td>79</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>80</td> <td>81</td> <td></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	90	79					Scotland	80	81						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	90	79																							
Scotland	80	81																								
Comments	Comparator Group Information	Progress in 05/06																								
The slight drop in performance is again a reflection of staffing, new legislation and increasing numbers of applications.		Q1: 73.2% Q2: 68.9% Q3: Q4:																								
Audit Scotland SPI data for all Scottish Councils. (03/04)		TARGETS																								
<p>1c: % Building Warrants issued within 6 days: 03/04</p> <p>Average 81%</p> <p>WDC 89.9%</p>	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 80%</p> <p>06/07</p> <p>07/08</p> <p>08/09</p> <p><u>Forecast Out-turn for 05/06:</u> 75%</p>																								

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Local PI's and Targets



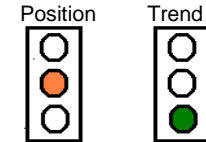
Indicator 1d: % of Completion Certificates issued within 3 days

Department:- Development & Environmental Services
Date:- September 2005

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>1d: % of Completion Certificates Issued in 3 Days</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>02/03</td> <td>67.9</td> <td>82.3</td> </tr> <tr> <td>03/04</td> <td>90.0</td> <td>78.2</td> </tr> <tr> <td>04/05</td> <td>81.9</td> <td></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	67.9	82.3	03/04	90.0	78.2	04/05	81.9		05/06			06/07			07/08			08/09			N/A	Changes in working practice should allow the target figure to be met.
Year	WDC	Scotland																								
02/03	67.9	82.3																								
03/04	90.0	78.2																								
04/05	81.9																									
05/06																										
06/07																										
07/08																										
08/09																										
Comments	Comparator Group Information	Progress in 05/06																								
There has been an improvement in performance to the extent that the target is virtually being met.		Q1: 67.6% Q2: 79% Q3: Q4:																								
Audit Scotland SPI data for all Scottish Councils. (03/04)		TARGETS																								
<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Black line) 		05/06: 80% 06/07 07/08 08/09 Forecast Out-turn for 05/06: 80%																								

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets



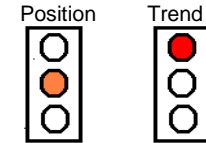
Indicator 2a: % of Householder Planning Applications dealt with in 2 Months

Department:- Development & Environmental Services
Date:- September 2005

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<p>2a: % of Householder Planning Applications dealt with in 2 Months</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>81.3%</td> <td>84.8%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>80.6%</td> <td></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	81.3%	84.8%					Scotland	80.6%						N/A	Complementary work on design guidance is ongoing to try to ensure that this high performance is maintained.
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	81.3%	84.8%																					
Scotland	80.6%																						
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: Q4:																					
Audit Scotland SPI data for all Scottish Councils. (03/04)		TARGETS																					
<p>Percent of Householder Planning Applications dealt with in 2 months: 03/04</p>	<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>																					

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets



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

Department:- Development & Environmental Services
Date:- September 2005

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>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>71.0%</td> <td>64.2%</td> </tr> <tr> <td>04/05</td> <td>63.5%</td> <td></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	71.0%	64.2%	04/05	63.5%		05/06			06/07			07/08			08/09			N/A	Complementary work on design guidance and other improvements in practice are ongoing to try to ensure that this improved performance is maintained.
Year	WDC	Scotland																					
03/04	71.0%	64.2%																					
04/05	63.5%																						
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: 72% Q2: 83% Q3: Q4:																					
Audit Scotland SPI data for all Scottish Councils. (03/04)		TARGETS																					
<p>Legend</p> <ul style="list-style-type: none"> Council % (Blue bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		05/06: 80% 06/07 07/08 08/09 <u>Forecast Out-turn for 05/06:</u> 80%																					