

WEST DUNBARTONSHIRE COUNCIL**Report by Chief Officer: Regulatory & Regeneration****Committee: Corporate Services Committee 24 November 2021**

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

1.1 This report sets out the mid-year progress of the 2021/22 Delivery Plan.

2 Recommendations

2.1 It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

3 Background

3.1 The Delivery Plan sets out actions to deliver the Strategic Plan and address the performance challenges and service priorities identified in the planning process. It also provides an overview of services and resources, including employees and budgets, sets out the performance indicators for monitoring progress and considers the relevant risks.

3.2 The 2021/22 Delivery Plan was presented to Corporate Services Committee on 19 May 2021 with a commitment to submit a progress report at mid-year.

4 Main IssuesMid-Year Progress

4.1 Full details of mid-year progress are set out at Appendix 1 and summarised below.

4.2 Of the 18 actions set out in the plan, 1 is complete, 15 are progressing as planned, one is behind schedule (amber status in Appendix 1) and one has missed the target date set for the overall action (red status) but will be complete by year-end.

4.3 Seven indicators are monitored quarterly. Of those, five met or exceeded targets in Q2, one missed target (red status in Appendix 1) and the final PI was not applicable in either quarter of this year. In summary, performance was as follows:

- Number of businesses given advice and assistance to start up through Business Gateway: While the Q1 target was missed, the Q2 target was exceeded and therefore it is likely that the year-end target will be met;

- Percentage of committee agendas published within standing order timescales: Both Q1 and Q2 targets were met and on track to meet year-end target.
- Planning applications (major developments) - average number of weeks to decision: There were no planning decisions of this type in the first half of 2021/22.
- Planning applications (householder) - average number of weeks to decision: While the Q1 target was narrowly missed, the Q2 target was met and it is likely that the year-end target will be met.
- Planning applications (local development, excluding householder) - average number of weeks to decision: While the Q1 target was missed, the Q2 target was exceeded and it is possible that the year-end target will be met;
- Percentage of building warrant applications responded to within 20 working days: While the Q1 target was narrowly missed, the Q2 target was exceeded and it is likely that the year-end target will be met.
- Overall time taken to issue building warrant (weeks): Both Q1 and Q2 targets were missed and therefore it is unlikely to meet year-end target. The focus for the remainder of 2021/22 will be to improve performance quarter by quarter now that staffing levels have recovered.

Service User Feedback

- 4.4** A key focus in the development of the delivery plan was ensuring that feedback from service users informs learning and improvement. One of the main sources of feedback is complaints data.
- 4.5** Between 1 April and 30 September 2021, Regulatory & Regeneration received a total of 4 complaints, comprising 4 at Stage 1. During the same period, 4 complaints were closed, 3 at Stage 1, and 1 categorised as resolved. This new category of closed complaints was introduced by the Scottish Public Services Ombudsman from April 2021. It relates to complaints where both parties agree that the complaint can be resolved effectively without a full investigation such as an appointment rescheduled, a refund processed, or a decision explained to a complainant. Neither the outcome (upheld/not upheld) nor the time taken to close complaints of this type are recorded.
- 4.6** Of the 3 complaints closed at Stage 1, one met the 5 working days target, with an average of 8 working days to close all complaints at Stage 1.
- 4.7** None of the Stage 1 complaints were upheld.
- 4.8** The 5 complaints received between April and September were categorised as follows:
- Citizen expectation not met (quality of service) - 3 complaints, not upheld;
 - Citizen expectation not met (timescales) -1 complaint, not upheld.

4.9 Complaints will continue to be monitored to identify opportunities for learning and improvement.

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.

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 Plan was developed through consultation with officers from the strategic area.

10 Strategic Assessment

10.1 The Delivery Plan sets out actions to support the successful delivery of the strategic priorities of the Council.

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Appendix: Appendix 1: Regulatory & Regeneration Delivery Plan 2021/22 - Mid-Year Progress

Background Papers: Regulatory & Regeneration Delivery Plan 2021/22 Report - Corporate Services Committee, 19 May 2021

Wards Affected: All