

WEST DUNBARTONSHIRE COUNCIL**Report by Strategic Lead – Regulatory****Committee: Corporate Services Committee 13 November 2019**

Subject: Regulatory Delivery Plan 2019/20 - Mid-Year Progress**1 Purpose**

- 1.1 The purpose of this report is to set out the mid-year progress of the Regulatory Delivery Plan.

2 Recommendations

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

3 Background

- 3.1 Each Strategic Lead developed a delivery plan for 2019/20. This sets out actions to help meet the Council's priorities and address the key service challenges identified through the planning process. It also provides an overview of services and resources, including employees and budgets, and identifies relevant risks.
- 3.2 The Regulatory Delivery Plan was approved by Corporate Services Committee on 22 May 2019 with a commitment to submit a mid-year progress report.

4 Main Issues

2019/20 Mid-Year Progress

- 4.1 The Regulatory delivery plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point of the year, one action within the plan has been completed with a further sixteen making good progress and on track for delivery by 31 March 2020. Appendix 1 sets out the mid-year progress of the Regulatory Delivery Plan.
- 4.2 Also included in the plan are twenty four performance indicators of which six are monitored on a quarterly basis.
- 4.3 Of the six indicators monitored quarterly, two indicators achieved their mid-year target and two failed to meet target. A further two indicators met the

quarter 1 targets however data for quarter 2 is not yet available. The following paragraphs detail progress against the six quarterly performance indicators.

- 4.4** Percentage of committee agendas published within standing order timescales has consistently achieved target in both quarters and has exceeded the mid-year target overall; this is on track to achieve the annual target.
- 4.5** Average number of weeks for planning application decisions (major developments) has consistently achieved target in both quarters and has exceeded the mid-year target overall; this is on track to achieve the annual target.
- 4.6** Percentage of Building warrant applications responded to within 20 working days has exceeded target for Q1, no data is available yet for Q2. If progress continues at the Q1 pace then this is on track to achieve the annual target.
- 4.7** Overall time taken to issue a building warrant has exceeded target for Q1, no data is available yet for Q2. If progress continues at the Q1 pace then this is on track to achieve the annual target.
- 4.8** Average number of weeks for planning application decisions (local development excl. householder) has failed to meet target for both quarters), at this point it is unlikely that this will achieve the annual target.
- 4.9** Average number of weeks for planning application decisions (householder) has failed to meet target for both quarters), at this point it is unlikely that this will achieve the annual target.

Self-Evaluation Programme

- 4.11** The Council adopted the West Dunbartonshire Self Evaluation Framework in August 2016, which embeds a rolling three year improvement programme across services not subject to external evaluation and inspection. Within the Regulatory service area, four self-evaluations have been carried out to date - Planning & Building Standards and Regulatory Services; Legal and Democratic Services. Each service area has introduced an action plan to address the identified areas of improvement.

Service user feedback

- 4.12** A key focus in the development of the delivery plans was ensuring that customer feedback informs learning and improvement. One of the key sources of feedback is complaints data.
- 4.13** Between 1 April and 30 September this year, the Regulatory service area received a total of 19 complaints, comprising 15 Stage 1 and 4 Stage 2 complaints. During the same period, 19 complaints were closed, 15 at Stage 1 and 4 at Stage 2.

- 4.14** Of the 15 complaints closed at Stage 1, 12 (80%) met the 5 working days target set for resolving Stage 1 complaints, with an average of 4 working days to resolve all complaints closed at Stage 1. The 4 complaints closed at Stage 2 only one was closed within the 20 working days target, two were closed within an extension period and one exceeded the extension deadline.
- 4.15** Seven complaints closed at Stage 1 were upheld and one at Stage 2.
- 4.16** The nature of the complaints received was as follows:
- Citizen expectation not met (quality of service) - ten complaints, one upheld;
 - Citizen expectation not met (timescales) - five complaints, three upheld;
 - Error in service delivery - one complaint, one upheld;
 - Employee behaviour - one complaints, one upheld; and
 - Contractor - two complaints, one upheld.

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 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 Plan detailed in this report was developed through consultation with officers from the strategic service area.

10 Strategic Assessment

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

Strategic Lead: Peter Hessel
Service Area: Regulatory
Date: 22 October 2019

Person to Contact: Nicola Docherty
Nicola.docherty@west-dunbarton.gov.uk

Appendix: Appendix 1: Regulatory Delivery Plan 2019/20 - Mid-Year Progress

Background Papers: None

Wards Affected: All