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Delivering Better Outcomes
Planning & Economic Development

Management Plan

2015/16

Healthy Working Lives

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West Lothian Council

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1 Overview

1.1 Introduction

Welcome to the Planning & Economic Development Management Plan 2015/16

West Lothian Council's Planning & Economic Development service grouping covers the functional areas of Economic Development, Environmental Health & Trading Standards, and Planning Services which includes the Education Planning, Environment and Climate Change teams. The management plan sets out the service priorities for 2015/16, and provides a review of performance over the previous management plan period.

The teams in the service group are linked in three main ways. Firstly, much of the work of the service group is regulatory in nature, covering a range of statutory processes including processing planning and related applications, building warrants and various licence applications. In addition, the regulatory functions cover food safety, workplace safety, trading standards, metrology and a range of consumer and environmental protection activities.

Secondly, all service teams in the service group have a role in increasing economic activity in West Lothian. This is focused through the work of the Economic Development team. However, the teams in Environmental Health & Trading Standards and Planning Services are also focused on creating a supportive environment for increasing economic output, whilst maintaining protection for customers and the environment.

Finally, the climate change activities of the service overarch the work of not just the service group but the council as a whole.

The activity budget information set out in the body of the management plan details the full range of activities in the service.

A Review of 2014/15

During the year significant progress was made with implementing the West Lothian Economic Growth Plan which was established following the closure of the Vion / Halls plant in Broxburn in early 2013, with the loss of 1,700 jobs.

Economic conditions remain challenging, but good progress continued to be made with implementing the core development areas and strategic housing sites identified

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in the adopted West Lothian Local Plan. Overall the rate of house completions during the year increased to 781 compared to 613 in the previous year.

On other strategic development sites construction is now well advanced on a major pipeline production facility by Oil States securing over 100 jobs at Cowhill Business Park, marking the first significant development on the strategic employment site.

Operationally, successes during the year included:

- Transferring first point of contact for all of Planning & Economic Development services to the Customer Service Centre.
- Launching the Trusted Trader scheme, and increasing membership during the year. This scheme promotes West Lothian businesses and gives consumers confidence in selecting reputable traders.
- Participating in a 'Call Blocker' project by installing electronic devices in to vulnerable people's homes which block unwanted phone calls. This project was progressed in partnership with Police Scotland, Victim Support Scotland, Adult Protection & Alzheimer Scotland.
- Introducing a pest control charging regime with an enhanced service provision including bird proofing work.
- Delivering successful Business Improvement Districts (BIDs) in Linlithgow Town Centre and Mill Road Industrial Estate, Linlithgow.
- Broxburn and Uphall winners in the Great British High Street Awards.
- Progressing the Housing Recovery Action Plan with further year on year increases in house completions.
- Rolled out LED streetlight replacements and progressed the council's Solar PV projects.
- Continuing to secure significant levels of developer contributions to support infrastructure improvements.
- Completing consultation on the Main Issues Report as part of the preparation of the West Lothian Local Plan.

The Year Ahead – 2015/16

Outcomes for 2015/16 will continue to challenge and improve on those in previous years. The service will continue to focus on supporting business and creating employment, with the commitment of supporting and creating jobs through the Economic Growth Plan. In addition, the service will continue to assist developers with progressing key development projects while ensuring that the council meets its regulatory obligations, particularly in Building Standards, Environmental Heath, Trading Standards and Planning.

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A number of strategies will be progressed during the year. The West Lothian Local Development Plan will be published and the Main Issues Report to the second Strategic Development Plan for Edinburgh and the South East of Scotland will be completed and consultation undertaken.

Specific activities and targets for 2015/16 include:

- Contribute to the activities aimed at reducing the incidence of smoking in Scotland.
- Continuing the programme of projects in villages and traditional towns to achieve full spend of the capital allocation.
- Maximising EU funding for business development support.
- Implementing a number of education and roads projects supported through the Local Infrastructure Fund.
- Continuing to tackle hygiene problems in food premises, trade in counterfeit goods and door-step selling.
- Supporting growth, particularly in the housing and construction sectors.
- Joint working with other services to deliver the council's 1000 new houses.

Planning & Economic Development has a key role in facilitating development. This role remains of importance given the challenging economic circumstances that will continue to impact the development industry. During the year the service will continue to strive to support economic growth through pro-active engagement with the business sector and supporting and promoting West Lothian as an attractive place to invest and do business.

Craig McCorriston
Head of Service
Planning & Economic Development Services

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1.2 Context

West Lothian Council continues to operate in a challenging financial climate with the overall economic position placing severe public expenditure constraints on UK and Scottish budgets, with associated implications for council funding. The council has developed a medium term financial strategy that, through nine modernisation workstreams, will deliver efficiencies to balance income and expenditure plans. Planning & Economic Development will support delivery of this strategy through direct delivery of a number of projects and working in partnership to support delivery of projects in other service areas. Individual units within the service will continue to modernise structures and processes to provide the most efficient model for service delivery.

The principal focus of the work of the service is two–fold. Firstly to promote economic growth while ensuring that development is delivered in compliance with the development plan and regulatory frameworks, and secondly, to protect the health of the community through the application of statute. Growth in the housing and construction sector remains a key focus for the service. The council has identified additional funding to invest in the infrastructure required to support growth. However, while economic circumstances appear to be improving, investment still has to be balanced against risk, and managing risk will continue to be a core consideration. All parts of the service are committed to supporting existing businesses and potential investors and to minimise, as far as possible, the negative impacts created by difficulties in the wider economy.

In these demanding times, it is ever more important that the council makes the most effective use of assets and financial resources in service delivery to continue to provide the greatest positive impact upon the people, families and communities living within West Lothian.

The purpose of the management plan is to outline the specific activities and actions that the service intends to carry out through the year. It sets out activities and related performance measures. All units within Planning & Economic Development play a vital role in supporting economic growth and balancing this with appropriate protection for customers and the environment. Contributing to the overall strategies, plans and values of the council and the Single Outcome Agreement is integral to all service activities.

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1.3 Partnership Working

Effective partnership working is central to the delivery of many of the outcomes supported by Planning & Economic Development. These partnerships take a variety of forms, including statutory and non statutory arrangements. Some operate within a more rigid framework, while others are more flexible and take different forms depending on the outcome which is to be achieved. The principal partnerships are as follows:

SESplan is the strategic planning authority for Edinburgh and the South East of Scotland. It is a statutory partnership of six planning authorities. The partnership has responsibility for producing the Strategic Development Plan for the area.

The **West Lothian Economic Partnership** is a sub group of the Community Planning Partnership and is focused on promoting West Lothian as an attractive place to do business. Partners include the Chamber of Commerce, Federation of Small Businesses, Department of Work and Pensions, Scottish Enterprise, Skills Development Scotland and representatives of the private sector.

Business Gateway Consortium is a partnership between the four Lothian local authorities which oversees the operational delivery of the service and provides strategic leadership for future delivery.

The **South East of Scotland Building Standards Consortium** is an informal partnership of Building Standards services in the Lothians. It provides for peer review when an authority is authorising its own building works and ensures that these works meet the building regulations.

The **Joint Health Protection Plan** is a plan prepared in partnership with NHS Lothian and the other three local authorities within the Health Board area. It outlines how all partners will work together to protect the health of the community.

The council will continue to work with **Police Scotland** when dealing with complex planning enforcement cases.

Key agencies including **Scottish Natural Heritage**, **Scottish Environment Protection Agency, Transport Scotland** and **Historic Scotland** will continue to play a key role in the determination of planning applications.

Planning Services works with **Central Scotland Green Network** in the implementation of projects that enhance the landscape of West Lothian and provides outdoor access opportunities.

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The service will work with our own facilities management services to promote healthy diets in schools and other council facilities, and encouraging participation in the **Food Standards Agency Scotland's** *Eat Safe* project.

The service will protect those most vulnerable in our society from fraudulent cold calling by engaging with **Police Scotland, Adult Protection and Alzheimer Scotland** to identify people who would benefit most from the installation of free call barring equipment.

West Lothian College is an active member of the Economic Partnership Forum and Enterprise Sub Group which provide leadership to the Economic Growth Plan.

The **Working Together Group** is an operation sub group of the **Economic Partnership Forum** which brings together Skills Development Scotland, Department of Works and Pensions and the council to promote a joined up employer offer.

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1.4 Outcomes, Priorities and Activities

The council has set eight priorities in the current Corporate Plan (2013/17) in consultation with the local community, partners, stakeholders and council staff. These priorities, along with the three enablers themes, represent all the vital activities that the council will undertake in order to achieve better outcomes for West Lothian.

Figure 1 illustrates where the WLAM units in the service *directly* contribute to the council's priorities (and/or) enablers.

Council Priorities	Economic Development	Environmental Health & Trading Standards	Planning Services
1. Delivering positive outcomes and early intervention for early years			✓
2. Improving the employment position in West Lothian	✓		✓
3. Improving attainment and positive destinations for school children	✓		
4. Improving the quality of life for older people		✓	
5. Minimising poverty, the cycle of deprivation and promoting equality	✓		✓
6. Reducing crime and improving community safety		✓	✓
7. Delivering positive outcomes on health		✓	
8. Protecting the built and natural environment		✓	✓
Enablers			
Financial planning	✓	✓	✓
Corporate governance and risk	✓	✓	✓
Modernisation and improvement	✓	✓	✓

Figure 1: Council priorities and activities

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1.5 Corporate Strategies

The council has corporate strategies that set out what we want to achieve for a particular priority, outcome or targeted group within a corporate planning period (4 years), including what we will do, with our partner services and agencies, to deliver those outcomes.

The service has responsibility for the development and implementation of the following corporate strategies:

Corporate Strategy	Strategy Outcomes	Start	End	Review Date
Strategic Development Plan (The strategic component of the West Lothian Development Plan)	■ Provide a framework for strategic planning decisions ■ Ensure sufficient land is identified to meet housing and economic growth ■ Identify strategic infrastructure requirements	2013	2024	2015
West Lothian Local Plan (The local component of the West Lothian Development Plan)	■ A framework for development management decisions ■ Identify sites to meet projected housing and economic growth ■ Identify local infrastructure requirements	2009	2024	2015
West Lothian Local Development Plan (The local component of the West Lothian Development Plan)	■ A framework for development management decisions ■ Identify sites to meet projected housing and economic growth ■ Identify local infrastructure requirements	2014	2024	2022

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Corporate Strategy	Strategy Outcomes	Start	End	Review Date
Economic Strategy	■ Support individuals into jobs / training ■ Reduce the unemployment rate particularly for those aged 18-24 ■ Promote West Lothian as a place to do business ■ Increase attainment levels	2014	2019	2019
Climate Change Strategy	■ Provide a framework for reducing the council's impact on climate change ■ Provide a framework for adaptation to the impacts of climate change ■ Set a framework for carbon management and reduction	2014	2019	2019

Figure 2: Corporate Strategies

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2 Planning & Economic Development Service Structure

The service is part of the Education, Planning and Area Services directorate and the management structure is outlined in figure 3 below:

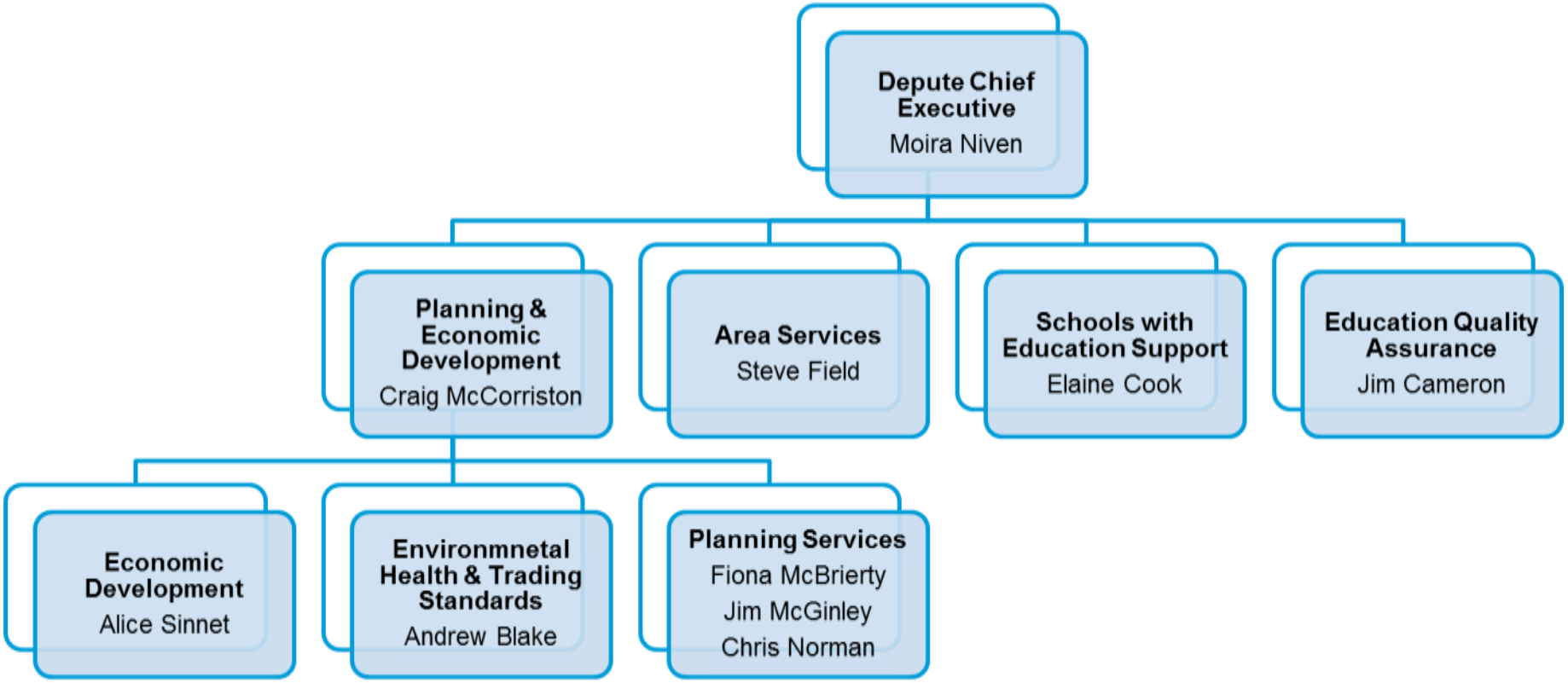

Figure 3: Planning and Economic Development Service Structure

Note: *Planning Services is currently the subject of a service restructure with the three named mangers currently taking responsibility for individual parts of the service (Development Planning, Building Standards and Development Management respectively).*

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3 Service Activity

3.1 Economic Development

Manager:	Alice Sinnet
Number of Staff (FTE):	39. FTE (20.3 FTE core Staff 18.7 external funded)
Location:	West Lothian Civic Centre

Purpose

The Economic Development service has a key role in monitoring the West Lothian Economy and providing services to individuals and businesses to help deliver the conditions for economic growth in West Lothian. The Business & Enterprise team deliver support, advice and assistance to individuals starting up businesses in West Lothian; assist existing companies to safeguard jobs and to grow and expand locally; and help attract firms to relocate to the area. The Economic Policy & Business Intelligence team inform and develop the local economic strategy, monitor the economy and maximise income from external sources to support service delivery.

Activities

The main activities of the service in 2015/16 will be:

- Continuing the progression of the West Lothian Economic Growth Plan.
- Promoting enterprise and improving the competitiveness of local firms to retain and strengthen businesses that can grow and create new jobs.
- Supporting the West Lothian Living Wage Coalition to achieve the Living Wage and promote wider to business community.
- Working in partnership with local authorities in the Edinburgh city region to progress the business case for an Edinburgh and South East Scotland City Deal.
- Maximising income from external sources e.g. ERDF and LEADER to support and enhance local delivery.
- Reviewing West Lothian as a tourism/visitor destination and promoting the competitiveness of our town centres.
- Reviewing of activities across service to achieve efficiencies.
- Developing Scotland's young work force.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

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- The Scottish Government
- Scottish Enterprise.
- The Chamber of Commerce and Federation of Small Businesses.
- West Lothian College.
- Department of Work and Pensions.
- Skills Development Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences:

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Business Gateway – Start Up Service users	Telephone / Online	Ongoing	Business Development Manager	Publication on the website
Business Gateway – Growth Service users	Telephone / Online	Ongoing	Business Development Manager	Publication on the website
Visitors to West Lothian	Market Research	Annual	Business Growth Advisor	Publication on the website
Business Information customers	Survey Monkey	Ongoing	Economic Development Officer	E mail
E-zine readers	Survey Monkey	Annual	Economic Development Officer	E mail
Traditional Town Centre users	Market Research	Annual	Tourism and Town Centre Officer	Circulation of minutes
Workshop attendees	Feedback Forms	Ongoing	Business Development Manager	E mail
Economic conference attendees	Survey monkey	Annual	Economic Development Officer	E mail

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Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Economic Development Strategy and Policy	To develop Councils and Partners economic development strategies and to promote West Lothian as a business location to provide economic intelligence and to support and inform policy.	2. Improving the employment position in West Lothian	EDS034_9b - Economic Development Strategy and Policy - Total number of businesses receiving advice and support provided by European Funding. Target: 26 Awards	WLAM	3.5	100,388	(77,056)	23,332
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Town Centre Management & BIDS	To improve and promote traditional town centres as retail, leisure, employment and visitor locations.	2. Improving the employment position in West Lothian	EDS032_9B - Town Centre Occupancy Levels for Armadale, Bathgate, Broxburn/Uphall, Linlithgow, Whitburn, and Livingston. Target: 93%	PUBLIC	1.0	248,950	0	248,950
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Tourism - via Visit West Lothian	To maximise the tourism offering for West Lothian through support to Visit West Lothian.	2. Improving the employment position in West Lothian	EDS035_9b - Tourism - Visit West Lothian: Visitor numbers to West Lothian. Target:364000	WLAM	1.0	55,000	0	55,000
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				

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Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Leader	To support the development and sustainability of rural business and organisations.	2. Improving the employment position in West Lothian	EDS033_9B - LEADER Project - Total number of Projects supported. Target: 24	MANAGE MENT	1.8	49,791	(38,528)	11,263
			EDS013_6A.7 - Percentage of customers who rated the quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Entrepreneurship	To provide a wide range of support through Business Gateway branded services to start up and small, growing local companies through one to one consultancy, training, business planning advice, specialist support and access to finance.	2. Improving the employment position in West Lothian	EDS001_9B.1A - Number of new businesses started in West Lothian assisted by Economic Development Service – Business Gateway. Target:450	PUBLIC	5.8	161,822	(125,216)	36,606
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Business Information	To provide a quality information and research service to new and existing businesses.	2. Improving the employment position in West Lothian	EDS036_9b - Economic Development - Business Information - Total number of qualitative information and research service provided to new and existing businesses. Target: 600	WLAM	1.3	37,344	(28,896)	8,448
			ED013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				

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Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Business Development	To support the growth of existing business in West Lothian by supporting them to develop new products and process which will lead to higher turnover and employment.	2. Improving the employment position in West Lothian	EDS002_9b.1a - Number of small and medium sized enterprises receiving support by the Economic Development Service's Business Gateway service. Target: 500	PUBLIC	5.3	149,374	(115,584)	33,790
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line services.		0.6	70,845	0	70,845
	Total :-				**20.3**	**873,514**	**(385,280)**	**488,234**

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Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Time Limited Employability Measures	Young People's Business Start Up.	2. Improving the employment position in West Lothian	Progress on this activity is reported to both CMT and Council Executive on a quarterly basis.		0.5	40,000	0	40,000
	Total :-				**20.8**	**913,514**	**(385,280)**	**528,234**

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Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Post 2014 EU Funding Action Plan	Plan for West Lothian to ensure continued external income from EU ERDF /ESF/ Leader	Plan completed by March 2015	Alice Sinnet/Dave Greaves	March 2013	March 2015	Complete

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
West Lothian Economic Growth Plan (Implementation)	Implementation and monitoring of the plan	Delivery a series of outputs as agreed by year one of the plan	Alice Sinnet / Jim Henderson	April 2013	January 2017	Active
Town Centre and Villages Management Projects	Manage the implementation of the Town Centre and Villages Capital Funds	Improve the attractiveness and competitiveness of our towns and villages	Alice Sinnet / Hazel Hay	June 2013	March 2017	Active
In Work Poverty	Support West Lothian Council & partners to achieve Living Wage Accreditation and to promote to the wider business community	Living Wage Accreditation and increased local wage rate	Alice Sinnet	January 2015	March 2016	Active

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Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Visit West Lothian	Support VWL in looking at alternative funding models.	Refocus of VWL	Alice Sinnet/Dave Greaves	April 2015	March 2016	Active
Scottish Loan Fund	Promote the uptake of the SULCO to new start companies.	Improve the competitiveness of our companies	Jim Henderson	January 2015	March 2016	Active
Edinburgh and the South East Scotland City Deal	Working in partnership to develop the business case for an Edinburgh and the South East of Scotland City Region Deal.	Improve the economic prosperity of the region	Alice Sinnet	January 2015	April 2016	Active

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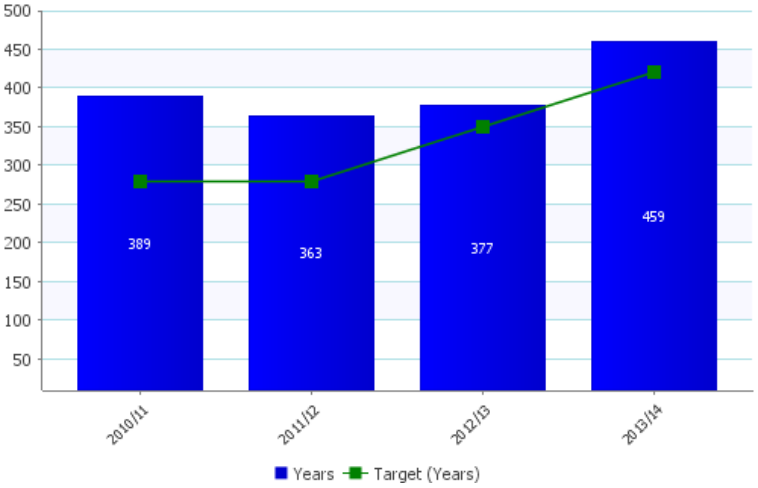
Performance

Performance Indicator	**Number of new businesses started in West Lothian through Business Gateway.**	*CP:EDS001_9b.1a*
Description	This performance indicator measures the number of new businesses which are helped to start trading by the Council's Business Gateway service. Business start-up is a key element in creating a diverse and sustainable local economy. Every pre-start business is assigned a dedicated business adviser. Each adviser records when one of their clients starts trading. Starts are recorded monthly and the target is reported annually. This service is delivered as part of the Business Gateway contract.	

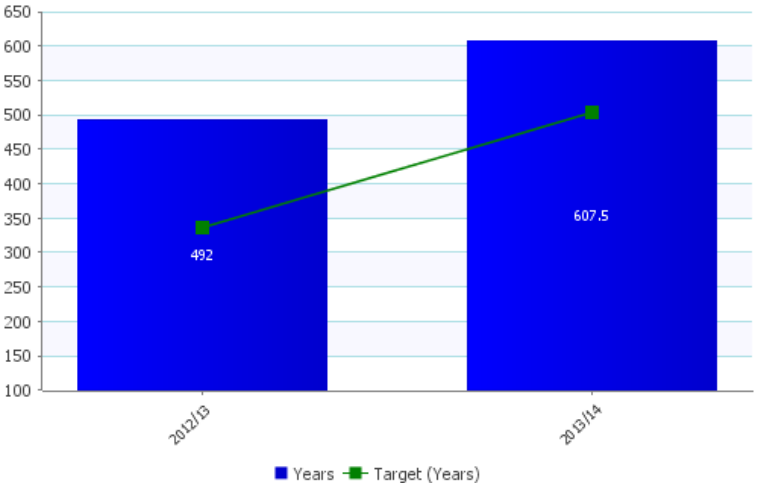


Trend Chart Commentary:

We have agreed an increased target of 450 starts for 2014/15. Priority will be given to exceeding this through focused delivery of service and monthly monitoring of performance. In 2013/14, 459 businesses were helped to start trading compared to a target of 420. The achievement of 459 starts is an increase of over 20% on the 377 starts achieved during 2012/13. The two-year trend in starts from 2012/13 to 2013/14 is improving from 377 starts to 459. This can be explained by two key changes in service. In October 2012, a new Business Gateway contract was agreed which enables more flexibility over local delivery. In particular, our service can engage in more depth with New Enterprise Allowance (NEA) & Princes Scottish Youth Business Trust (PSYBT) clients. The second factor helping improve performance from 2011/12 onwards is the establishment of outreach promotion and better partnership working.

There was a decrease from 389 starts to 363 starts between 2010/11and 2011/12 which was due to an emphasis on working with clients needing longer-term support to reach start-up.

Performance Indicator	**Total number of jobs generated by new business start-ups assisted by Business Gateway.**	*P:EDS003_9b.2a*
Description	This performance indicator measures the total number of jobs generated by new business start-ups assisted by the Business Gateway. Jobs created are important in preventing negative outcomes and creating life opportunities.	



Trend Chart Commentary:

The target for 2014/15 is 540 jobs generated. This target is directly linked to the agreed target of 450 business starts. As in 2013/14, we will aim to deliver more starts than target and so create more jobs than target. In 2013/14 there were 607.5 jobs generated against a target of 504. This exceeds the performance in 2012/13 when 492 jobs were generated. A combination of factors are improving the trend. Firstly, the start-up advisers have supported more firms to begin trading. In 2013/14, 459 firms were supported compared to 377 in 2012/13. Secondly, the advisers are providing more intensive support to help firms achieve their potential of more employment. It is important to note that this measure has changed. From 2012 onwards it only measures jobs created by start-up firms.

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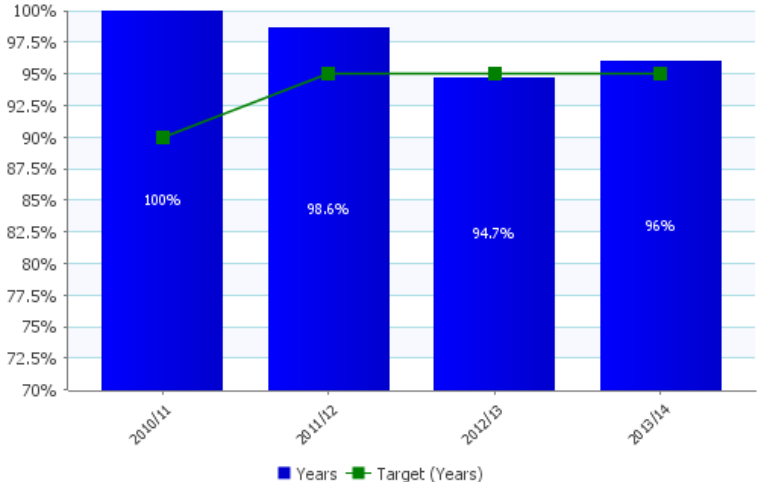
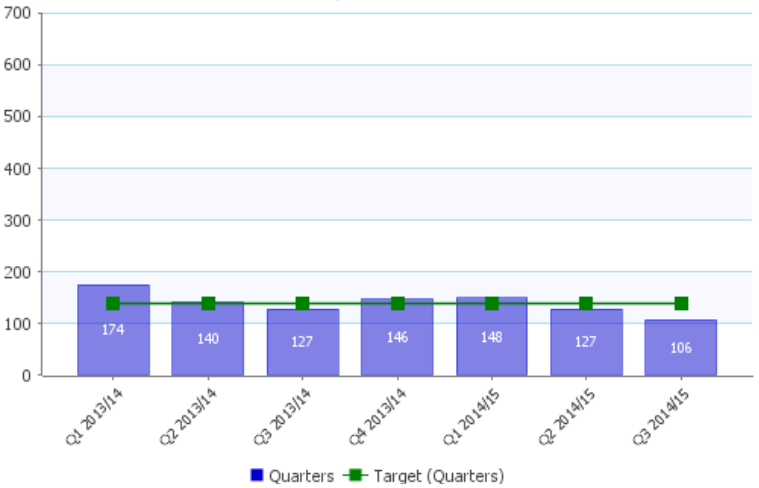
Performance Indicator	**Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent.**	*P:EDS013_6a.7*
Description	This performance indicator measures the number of Business Gateway customers that rated our overall quality of the service as good or excellent. Collected as part of our monthly survey, customers are asked to rate the quality of the service provided. The survey is a representative sample of customers from the preceding month which are invited to provide feedback by means of a postal, e-mail or online feedback form. Results are analysed to identify improvements to way the service is delivered to customers. West Lothian Business Gateway provides advice and assistance for new/growing businesses and promoting entrepreneurship.	



Trend Chart Commentary

Performance from 2012 is improving from 94.7% in 2012/13 to 96% in 2013/14. Performance is ahead of target which is 95%. This reflects a greater emphasis on adviser awareness of this indicator. Awareness is raised through monthly job chats and service planning meetings. Where there are adverse comments from customers, this is addressed with the customer and adviser to understand the issue. In addition, advisers are recognised where customers rate service delivery as 100% good or excellent. This reinforces the culture of improvement. In 2014/15, the service aims to perform ahead of 95% target. By driving up the volume of customer responses, we will gather a more robust data set.

Performance Indicator	**Economic Development - Business Information - Total number of information and research responses provided to new and existing businesses and other stakeholders.**	*EDS036_9b*
Description	This Performance Indicator tracks the overall number of economic and business information enquiries responded to by Economic Development. The target of 550 per year is based on volume of enquiries that were previously separately tracked and recorded. The combined total covers information requests from: . Businesses . Potential investors . Business start-ups . Partner organisations . Council services, management and elected members Service standard is that requests for information will be responded to within 5 working days where possible. If it is not possible to respond in five working days (because of the nature and complexity of the enquiry) a revised response time will be agreed with the customer. This PI does <u>not</u> include other economic intelligence research and analysis projects undertaken by Economic Development to inform council and partners on policy issues. In 2014/15 these include: . Analysis of latest employment data released in December 2014 . Analysis of Census 2011 results and mid year population estimates - with partners alerts circulated . Provision of Monthly economic updates to stakeholders including businesses	



Trend Chart Commentary

The service exceeded the target for the years 2012-13 and 2013-14.

The first quarter for 2014-15 generated 148 information enquiries which were responded to. The second quarter of the year (which includes the summer holiday period) saw a dip in enquiries to 127, prompting an amber status for this indicator. However, the cumulative total for the first half of the year was still on track to achieve the annual target.

The latest 3rd quarter figure for 2014-15 of 106 is below the quarterly target of 138, reflects the seasonal variation in business information enquiries. It is expected that the 4th quarter will exceed the quarterly target as the final quarter is a busy period for business start-ups which generate a large number of information requests and the annual target of 550 will be achieved.

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Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Benchmarking	As Required												
Collation Specified Performance Indicators (SPIs)	N/A												
Update of PPR information	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
WLAM (assessment)	Annual	✓											
Review Panel	Annual		✓										
Performance Committee	As Required												
Process Review (Lean/RIE activity)	N/A												
Progress review of improvement actions	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CSE preparation	Annual									✓	✓		
Inspection or Audit activity	As Required												
Budget Management activity	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	Annual							✓					
Health and Safety Assessment(s)	Annual							✓					
Business Continuity Planning	Annual							✓					
Workforce Planning	Six Monthly	✓						✓					
PRPDPs	Six Monthly	✓						✓					
Review of customer groups/segmentation matrix	Annual										✓		
Customer consultation	Annual										✓		
Review of Service Standards	Annual										✓		
Planned Engagement activity	Annual										✓		
Website content management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Performance activity Self Assessment activity Consultation & engagement activity External assessment activity Corporate management activity

Data Label: PUBLIC

3.2 Environmental Health & Trading Standards

Manager:	Andrew Blake
Number of Staff (FTE):	39.9
Location:	County Buildings Annex, Linlithgow

Purpose

The role of Environmental Health & Trading Standards is to protect and enhance, through the application of statute, the health, welfare, environment, safety, and trading marketplace of the people of West Lothian. Teams within the service deliver health protection in relation to food safety and composition; workplace safety; pollution control, including air quality and noise issues; animal health, welfare and control; pest control; consumer protection and compliance with fair trading legislation. Without the fundamental principles of a clean and safe environment, food which will not harm you, and trust in trading operations, the other aspirations of the council would be diminished, highlighting the importance of this small service.

Activities

The main activities of the service in 2015/16 will be:

- Protect consumer health by ensuring compliance with food hygiene, food compositional and water quality standards.
- Monitoring the highest risk workplace health & safety activities and accident investigation.
- Promote community safety and cohesion by investigating and abating nuisance, including concerns relating to unfit housing conditions and noise.
- Protect the whole community by monitoring air quality standards.
- Address public concern in relation to out of control dogs.
- Protect the agricultural economy by enforcing animal health legislation in relation to animal movement and disease control.
- Protect children from early introduction to age restricted products, such as tobacco, by carrying out appropriate test purchasing.
- Promote a fair trading environment, and protect consumers, through enforcement of weights and measures legislation and provision of advice and calibration facilities to businesses.
- Fulfil the council's statutory duty to ensure that the district is free from vermin.
- Contribute to the Scottish Government aspirations in relation to reducing pollution from vehicle emissions.
- Fulfil the council's statutory licensing duty in relation various regulated activities such as animal breeding and boarding, sale of petroleum etc.

Data Label: PUBLIC

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

- Scottish Government
- Scottish Environment Protection Agency
- Food Standards Scotland
- Citizen's Advice National Consumer Helpline
- Health & Safety Executive
- NHS Lothian
- Police Scotland
- Trading Standards Scotland

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Business owners	Enquiry questionnaire to premises subjected to inspection within a specific time period.	Annually	Environmental Health & Trading Standards Manager	Collated survey results are displayed on the web
Public using service	Enquiry questionnaire to customers accessing the service within a specific time period.	Annually	Environmental Health & Trading Standards Manager	Collated survey results are displayed on the web

Data Label: PUBLIC

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Food Safety Enforcement ; Health & Safety Enforcement.	Protect public health, workplace safety and a fair trading environment by application of food hygiene, food compositional and Safety at work legislation. Assist new businesses comply. Investigate food and water borne diseases and reported accidents. Carry out licensing functions and facilitate food export from West Lothian.	7. Delivering positive outcomes on health	EH044_9a Percentage of commercial premises rated as high risk or food hygiene, food standards, trading standards or health & safety, which were inspected on time as per the annual inspection program. Target: 90%	PUBLIC	11.0	518,435	(3,600)	514,835
			EH045_9b Premises rated as broadly compliant with food hygiene legislation as a percentage of all risk rated food premises. Target: 85%	PUBLIC				
Pest Control	Protect public health and damage to properties through eradication of vermin and specified pests.	8. Protecting the built and natural environment	EH048_6b - Percentage of requests for service to Environmental Health responded to within the specific service level targets. Target: 85%	PUBLIC	4.0	155,911	(89,615)	66,296
			EH050_6a. Percentage of customers who rated the service delivered as good or excellent. Target: 85%	WLAM				
Animal Welfare	Protect the safety and welfare of the public and animals by applying animal licensing, breeding, boarding and riding establishment controls. Investigating animal related noise complaints and complaints relating to out of control dogs, dog fouling and dog straying.	8. Protecting the built and natural environment	EH048_6b - Percentage of requests for service to Environmental Health responded to within the specific service level targets. Target: 85%	PUBLIC	2.0	80,120	(120)	80,000
			EH050_6a. Percentage of customers who rated the service delivered as good or excellent. Target: 85%	WLAM				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Public Health, Housing & Pollution Control	Protect public health and prevent deterioration of wellbeing through the application of various noise, pollution, public health and housing standards. Prevent increase in detriment to health through assessing the environmental impact of planning activities.	7. Delivering positive outcomes on health	EH048_6b - Percentage of requests for service to Environmental Health responded to within the specific service level targets. Target: 85%	PUBLIC	7.0	329,133	(2,727)	326,406
			EH050_6a. Percentage of customers who rated the service delivered as good or excellent. Target: 85%	WLAM				
Fair Trading, Commercial & Agriculture Enforcement	Protect consumer and business interests by ensuring a safe and fair trading environment through the application of statute. Issue advice to public and traders to assist in this aim. Deliver statutory weights & measures services. Protect young people through test purchasing activities in relation to age restricted products. Protect the health of the community and farming economy through enforcement of animal health and movement control legislation.	6. Reducing crime and improving community safety	EH044_9a - Percentage of commercial premises rated as high risk or food hygiene, food standards, trading standards or health & safety, which were inspected on time as per the annual inspection program. Target: 95%	PUBLIC	8.6	382,770	(2,181)	380,589
			EH047_9b Percentage of business owners who rated the officers explanation of how to comply with relevant legislation as good or excellent. Target: 95%	PUBLIC				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Vehicles Emissions Testing	Reduce negative health effects caused by vehicle emissions; carrying out testing and promoting good vehicle operation. Education and enforcement relating to vehicle idling. Delivered across four local authorities.	8. Protecting the built and natural environment	Performance measure to be developed.	WLAM	2.0	160,000	(160,000)	0
			Performance measure to be developed.	WLAM				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line services.		5.2	246,644	0	246,644
	Total :-				**39.8**	**1,873,013**	**(258,243)**	**1,614,770**

Data Label: PUBLIC

Actions

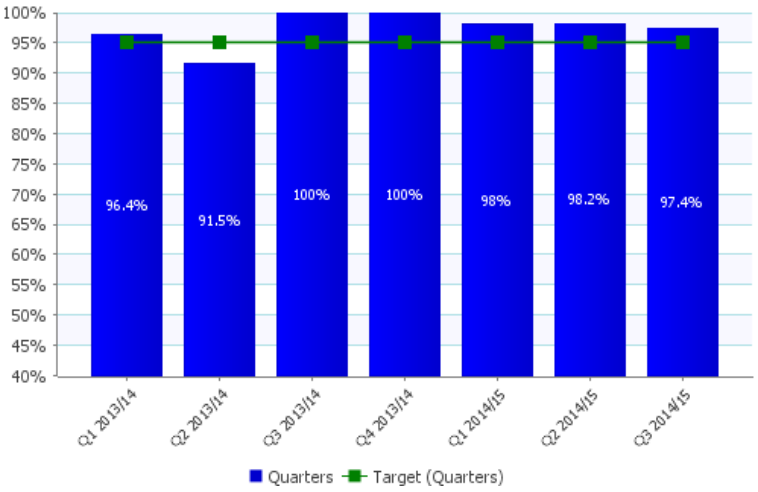
Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Pest Control Charging	Introduce a charging regime for pest control activities	Charging scheme implemented and cost recovery targets achieved.	Andrew Blake	April 2014	May 2014	Complete
E.Coli Action Plan	Incorporate Scottish Government E.Coli action plan in to service policy and staff training.	New policy will be embedded in to inspection procedures	Andrew Blake	April 2014	September 2014	Complete

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Trusted Trader	Introduce charging to the Trusted Trader scheme to make it self-financing.	The income from the membership fee will cover the cost of advertising the scheme.	Ed Machin	April 2015	August 2015	Active
Improve resilience	Improve resilience to deal with any outbreak by progressing more formal arrangements with neighbouring authorities.	A formal agreement will be in place to give mutual assistance in the event of a serious public health incident.	Andrew Blake	April 2013	August 2015	Active
Tobacco display	Extend display of tobacco products in to smaller premises	All tobacco products will be out of sight	Ed Machin	April 2015	March 2016	Active

Data Label: PUBLIC

Performance

Performance Indicator	**Percentage of commercial premises rated as highest risk for food hygiene, food standards, trading standards or health & safety, which were inspected on time as per the annual inspection program.**	*P:EH044_9b*
Description	Commercial properties are given a risk rating depending upon their inherent risk and the management controls applied. This rating, based on national guidelines, determines how often the business is inspected; higher risk premises being inspected more frequently than lower risk premises. Inspections are carried out for the purposes of workplace health & safety, food hygiene, food standards (composition) and trading standards. For the purpose of this indicator, highest risk premises are considered to be category A and B1 for Health & Safety, category A and B for food hygiene, category A for food standards, and High for trading standards. 'On time' is within 28 days of the planned inspection date for Environmental Health and by the planned date for Trading Standards - this is in keeping with national guidance. Inspections lists are prepared annually and premises risk scores are refreshed following every inspection.	



Trend Chart Commentary:

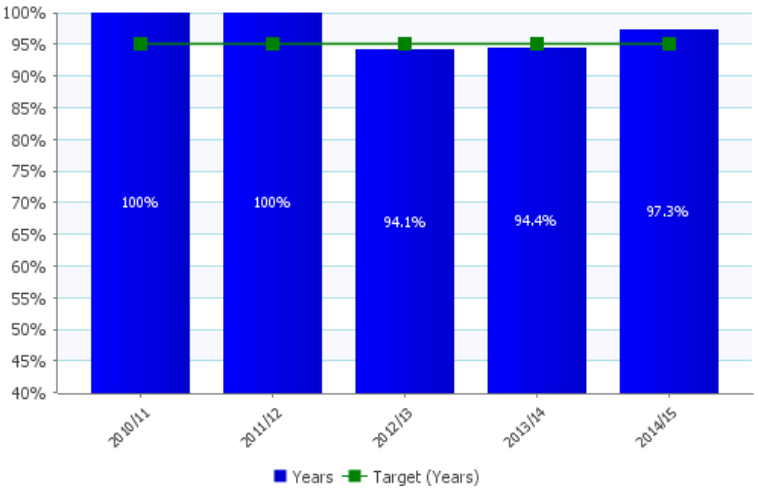
The slight dip in quarters 1, 2 and 3 of 2014/15 were all due to one inspection not being done on time due to other pressures.

The trend indicates a generally stable performance of inspecting high risk premises on time. The dip in Q2 2013/14 was as a result of two approved establishment inspections not being allocated to officers, plus two higher risk H&S inspections, which were linked to low risk food inspections, being missed due to staff prioritising on other higher risk food work.
All involved were reminded to look at scores for all disciplines and prioritise accordingly; the quarter 3 2013/14 results would tend to indicate that this has been effective.

The target for 2013/14 was increased to 95% to ensure that it remained challenging. It was not increased to 100% as incidents out with the control of the service may necessitate staff diverting their attentions to more urgent activities.

The target for 2015/16 will remain at 95%.

Performance Indicator	**Percentage of businesses owners who rated the officers' explanation of how to comply with relevant legislation as Good or Excellent.**	*P:EH047_9b*
Description	Effective communication of compliance information is vital to promoting good business; it requires competent staff who can communicate relevant, and sometimes complex information to all types of businesses and business operators. It will also be impacted by the amount of time staff have to spend with operators. This indicator, obtained through annual consultation, indicates whether the business operators understood what was being asked of them and is the prime driver of all Environmental Health & Trading Standards commercial inspection work. Customers are asked to rate the quality of the officer's explanation of how to comply with relevant legislation provided as: excellent, good, satisfactory, poor or very poor. Uptake of information will be directly related to the training, awareness and language skills of food operators plus the time staff spend with the operator. The service aims for a high score as this indicator is particularly relevant to securing improvement however as it is subject to opinion the target cannot be 100% but instead will remain at 95%.	



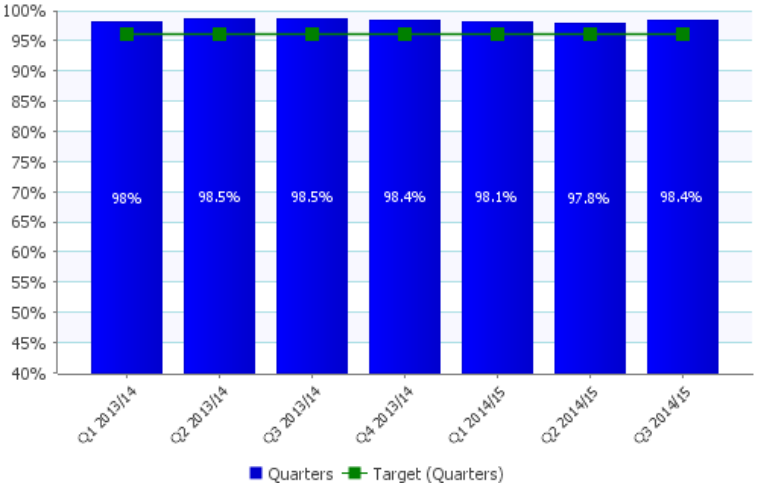
Trend Chart Commentary:

The most recent survey results from 2014/15 show a slight rise from the 2013/14 figure however over the past six years levels of satisfaction have remained consistently high.

The 2014/15 feedback was analysed and only one customer failed to record the rating of 'excellent or good' in the survey. No explanation was given within the survey and as the surveys are anonymous the reason could not be established. All other comments lodged were highly complementary.

The target for the 2015/16 survey will remain at 95%.

Performance Indicator	**Percentage of service requests made to Trading Standards which were responded to within the specific service level targets.**	*P:EH049_6b*
Description	This indicator shows the percentage of service requests responded to within the specific specified targets. Different response times exist depending upon the nature of the request. Most will be subject to a target of 2 working days, although requests regarding licensing matters will be 10 days or more, and freedom of information requests will be 20 working days. The timeframes are allocated to each type of service request on a computerised database which is used to report performance against individual complaint type targets. Performance is influenced by the availability of staff, the number of service requests received, and the timeliness of complaints being allocated to officers by support staff therefore some degree of fluctuation is inevitable.	



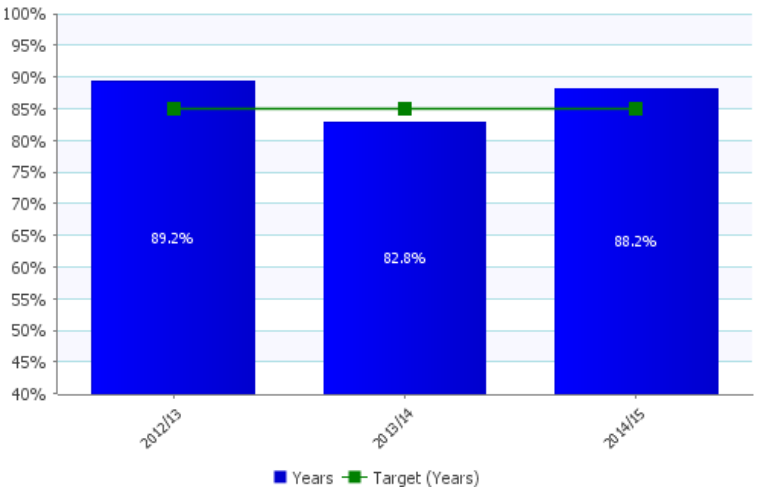
Trend Chart Commentary:

Figures are currently reported quarterly as insufficient data is available to make trend commentary on a single annual figure meaningful. Annual figures will be displayed once the 2014/15 year-end figures are available.

The Q3 figure for 2014/15 is consistent with previous figures showing a high level of performance against the particularly ambitious target of 96%. Q3 2014/15 reported upon the 193 service requests received, 190 of which were responded to by target date. No national benchmark exists for this figure.

The target for 2015/16 will be retained at 96%.

Performance Indicator	**Percentage of customers (public and business) responding to satisfaction surveys who rate the Environmental Health and Trading Standards service as either Good or Excellent.**	*P:EH050_6a*
Description	This performance indicator measures the percentage of Environmental Health & Trading Standards customers, both business and public, who rated the service received as Excellent or Good from a selection of five descriptors (Excellent, Good, Satisfactory, Poor or Very Poor). The data was collected by asking customers who accessed the service within a three month period to complete and return a questionnaire. The results are analysed to identify improvements in the way the service is delivered. Data displayed prior to the 2013/14 survey used the three rankings of Satisfactory, Good or Excellent and is shown for general comparison rather than like-for-like. The new description (Excellent or Good) now aligns with the corporate question set. The next surveys will take place late summer 2015 after which the 2012 figure will be removed.	



Trend Chart Commentary:

The 2014/15 survey results on customer satisfaction show a slight increase from the 2013/14 figures with 120 out of 136 customers rating the service highly.

The 2013/14 entry was the first set of data using the corporate scoring system of two rankings, Excellent or Good, the 2012/13 used three options of Satisfactory, Good or Excellent and remains on the chart to show the dip created by changing the descriptors. The comments accompanying the 2013/14 survey results were analysed and negative comments were noted in relation to a temporary reduction in the dog warden/animal welfare service caused by a vacancy which was filled later that year.

The target for 2015/16 will remain at 85%.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Benchmarking	As Required												
Collation Specified Performance Indicators (SPIs)	Annual		✓										
Update of PPR information	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
WLAM (assessment)	Annual	✓											
Review Panel	Annual		✓										
Performance Committee	As Required												
Process Review (Lean/RIE activity)	N/A												
Progress review of improvement actions	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CSE preparation	Annual									✓	✓		
Inspection or Audit activity	As Required												
Budget Management activity	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	Annual							✓					
Health and Safety Assessment(s)	Annual							✓					
Business Continuity Planning	Annual							✓					
Workforce Planning	Six-Monthly	✓						✓					
PRPDPs	Six-Monthly	✓						✓					
Review of customer groups/segmentation matrix	Annual										✓		
Customer consultation	Annual										✓		
Review of Service Standards	Annual										✓		
Planned Engagement activity	Annual										✓		
Website content management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Performance activity Self Assessment activity Consultation & engagement activity External assessment activity Corporate management activity

3.3 Planning Services

Manager:	Fiona McBrierty / Jim McGinley / Chris Norman
Number of Staff (FTE):	39.9
Location:	West Lothian Civic Centre

Purpose

The principal purpose of Planning Services is to carry out the statutory planning and building standards functions of the council and ensure that sufficient education capacity exists for predicted levels of demand in nurseries and schools. The service also leads on delivering the council's duties and responsibilities in responding to climate change. The overall aim of the service is to promote economic development and ensure protection of the environment.

Activities

The main activities of the service in 2015/16 will be:

- Finalising the preparation of the local development plan, and its subsequent implementation.
- Assisting in the preparation and delivery of Strategic Development Plan 2 for Edinburgh and South East Scotland.
- Implementing, monitoring and reviewing the climate change strategy, carbon management plan and adaptation action plan.
- Carrying out the council's statutory duties on biodiversity and outdoor access.
- Preparing, monitoring and reviewing supplementary planning guidance.
- Verifying applications for building warrants and recording completion certificates.
- Enforcement of Building (Scotland) Act 2003 in relation to dangerous buildings and unauthorised works.
- Processing planning and related applications.
- Processing appeals and participating in local reviews against decisions on planning applications.
- Enforcement of planning control.
- Conservation and design of the built heritage.
- Preparing school roll projections.
- Progressing school consultations to support the development plan alongside appropriate school provisioning and capacity increases.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

- SESplan
- Scottish Government
- Other Government agencies including the Scottish Environment Protection Agency (SEPA), Scottish Natural Heritage (SNH) and Historic Scotland.
- Her Majesty's Inspector of Schools (HMIe)

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Development Planning Customers	Online and Newsletter	Annually, linked to development plan timetable.	Development Planning Manager	Development Plan
School Consultations	Online, in writing, ad hoc meetings, public meetings, HMI review	As required per consultation	Education Planning Officer	Education Executive
Applicants and agents – Development Management	Focus group	Bi-annually	Development Management Manager	Minutes and follow up meeting
Applicants and agents – Development Management	Questionnaires	Annually	Development Management Manager	Service Improvement Plan as part of the Planning Performance Framework
Applicants and agents – Building Standards	Focus group	Biennial	Building Standards Manager	Minutes and follow up meeting
Applicants and agents – Building Standards	Questionnaires	Annually	Building Standards Manager	Balanced Scorecard

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Development Management - Processing Planning Applications and appeals	To determine applications for planning permission, advertisement consent and listed building consent in accordance with the development plan and other material considerations.	8. Protecting the built and natural environment	DM031_9b Percentage of all householder planning applications determined within 2 months. Target: 80% DM032_9b Percentage of all local planning and other applications, excluding householder applications, determined in 2 months. Target 80% DM033_9b Percentage of all non-major planning and other applications determined in two months. Target: 80% DM034_9b Percentage of all major planning applications determined in 4 months. Target: 40%	PUBLIC	10.6	508,987	(881,274)	(372,287)
			DM035_9b The percentage of local planning applications lodged by Small and Medium Enterprises for proposals which will assist economic development determined within 2 months. Target: 80%	Management				
Development Management - Enforcement	To regulate unauthorised development in the interests of our communities and the environment.	8. Protecting the built and natural environment	Breach of condition and enforcement notices served: PPF456_9A Enforcement – time since enforcement charter published (full years) Target: < 3 years PPF457_9A Enforcement – number of breaches identified Target: 250 PPF472_9A Enforcement – number of breaches resolved Target: 200	Management	1.3	64,196	0	64,196

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Building Standards- Processing applications for Building Warrants, Completion Certs, Letters of Comfort	To ensure new development is undertaken in the interests of the health & safety and welfare of the general public and the environment.	8. Protecting the built and natural environment	BS015_9b.1c Percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards. Target: 100%	PUBLIC	9.5	478,779	(724,526)	(245,747)
			P:BS019_6b Percentage of building warrants issued or refused, up to and including the eighth working day of receiving information. Target:95%	PUBLIC				
Dangerous Building Notices & Other Enforcement Notices	To ensure new development is undertaken in the interests of the health & safety and welfare of the general public and the environment.	8. Protecting the built and natural environment	Action on unauthorised alterations, dangerous buildings and defective buildings: Target:150 cases.	WLAM	0.5	25,199	0	25,199
Development Planning	Maintain and implement an up to date development plan and provide a statutory framework for development and to implement plan policies and proposals.	8. Protecting the built and natural environment	DP001_9B Percentage of population covered by a finalised or adopted Local Plan. Target: 100% DP009_9B Percentage of housing development on Brownfield land. Target: 50 %	HIGH LEVEL	5.0	338,354	(51,463)	286,891
Supplementary Planning Guidance	To prepare, monitor and review supplementary planning guidance (SPG).	8. Protecting the built and natural environment	Review, customise and stylise all SPG. New PIs to be established based around developer contributions secured and additional infrastructure capacity created.	HIGH LEVEL	3.0	223,617	0	223,617

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Environmental Projects	Protect and enhance the environment. To make West Lothian a more sustainable environment for working, living and leisure.	8. Protecting the built and natural environment	Environmental projects and initiatives delivered. Target delivery of 5 environmental projects.	WLAM	0.2	15,316	0	15,316
Climate Change Projects	To reduce the council's carbon footprint and to work with others to manage carbon reductions across West Lothian.	8. Protecting the built and natural environment	CMP001_9a Carbon Footprint. Target to be set in Carbon Action Plan	WLAM	1.0	48,295	0	48,295
Access Projects	To implement and review the core paths plan including project based improvement works and dispute resolution.	8. Protecting the built and natural environment	The extent of improvement works and number of disputes resolved is often ad hoc, complaint driven and subject to budget allocation. Target delivery of 6 maintenance and 3 capital projects.	WLAM	0.2	15,316	0	15,316
Tree Preservation Orders	To prepare and promote Tree Preservation Orders and progress tree consents.	8. Protecting the built and natural environment	The number of TPOs promoted and tree consents granted is ad hoc. Target promotion of 4 TPOs and preparation of Supplementary Guidance for Trees.	WLAM	0.3	19,145	0	19,145
Planning Guidelines	To prepare planning guidelines to assist in the delivery of development.	8. Protecting the built and natural environment	The requirement for planning guidelines can be ad hoc. Target preparation of 6 guidelines to assist in delivery of the capital programme.	WLAM	0.5	38,291	0	38,291

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Contaminated Land	Protect and enhance the environment through implementation of contaminated land studies.	8. Protecting the built and natural environment	New PIs to be established based around number of investigations carried out and number of owner / developer led remediation scheme's implemented.	WLAM	1.0	75,824	0	75,824
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line services.		4.3	127,805	0	127,805
	Total :-				**37.4**	**1,979,124**	**(1,657,263)**	**321,861**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
School Provisioning including Section 75 Development	Ensure sufficiency of places to meet statutory requirements and to secure Best Value and education service.	8. Protecting the built and natural environment	All pupils placed within statutory legislation and Council Policy Target: 100%.	HIGH LEVEL	3.0	131,881	0	131,881
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line services.		0.3	9,361	0	9,361
	Total :-				**3.3**	**141,242**	**0**	**141,242**

Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Review building standards customer charter.	Review building standards customer charter in line with Scottish Government performance framework.	Standardise information in local customer charter and include information with national context.	Jim McGinley	April 2014	October 2014	Complete
Provide Scottish Government with information in line with the Building Standards Performance Framework	Provide quarterly return to Scottish Government in line with the Building Standards Performance Framework	Quarterly submission to Scottish Government showing performance and improvements both undertaken and planned	Jim McGinley	April 2014	March 2015	Complete
Review Enforcement Charter.	Review and update the charter as necessary.	Charter updated and published to reflect agree enforcement procedures and priorities.	Chris Norman	April 2014	November 2014	Complete

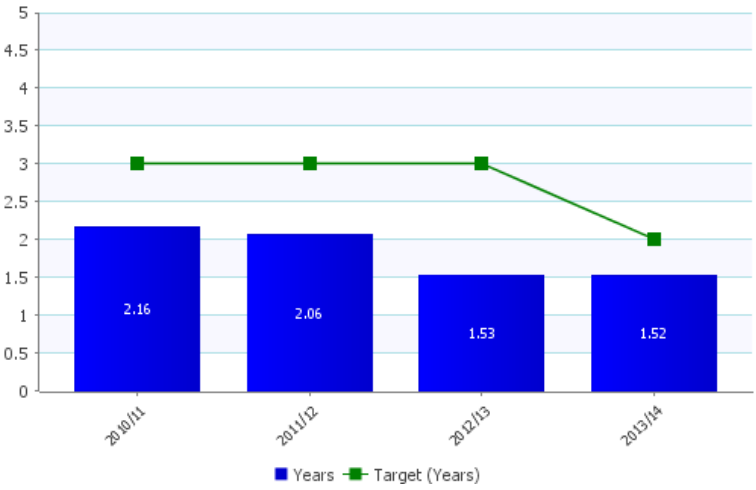
Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Review building standards customer charter.	Review building standards customer charter in line with Scottish Government performance framework.	Standardise information in local customer charter and include information with national context.	Jim McGinley	April 2015	October 2016	Active

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Provide Scottish Government with information in line with the Building Standards Performance Framework	Provide quarterly return to Scottish Government in line with the Building Standards Performance Framework	Quarterly submission to Scottish Government showing performance and improvements both undertaken and planned	Jim McGinley	April 2015	September 2015	Active
Planning training for community councils, including design awareness.	Quarterly evening presentation on planning practice and procedures.	Better informed community councils that are able to engage more fully with the planning process.	Chris Norman	April 2015	December 2015	Active
Improvements to processing procedures and reporting	Implement revised procedures for processing planning applications and revise reporting procedures to conform to Government guidance.	Average processing timescales reduced and percentage of applications processed within statutory timescales increased.	Chris Norman	April 2015	March 2016	Active
Monitoring process for pre application discussions.	Implement a system which meets Scottish Government requirements.	Aid the submission of planning applications.	Chris Norman	April 2015	September 2015	Active
Introduce processing agreements for major planning applications.	To provide greater certainty for the delivery of major planning decisions.	Formal processing agreements set up for major applications.	Chris Norman	April 2015	March 2016	Active
Carbon Management Plan.	Update, approve and implement a carbon management plan.	Targets set and achieved for carbon reduction.	Craig McCorriston	May 2015	August 2015	Active

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Environmental Behaviour Change Project.	Implement a programme to encourage behavioural change with respect to energy efficiency.	Targets for reduced energy use in schools achieved. Programme incorporated into the school curriculum. CPD requirements on environmental awareness for teachers achieved.	Craig McCorriston	April 2015	March 2016	Active
Respond to improvement tasks resulting from the planning performance framework.	A more holistic annual account of the performance of the planning service.	Annual submission to Scottish Government showing improvements undertaken.	Chris Norman	April 2015	September 2015	Active

Performance

Performance Indicator	**Average number of working days to respond to a request for completion certificate.**	*P:BS031_9a*
Description	This performance indicator measures the average number of working days for building standards to respond to completion certificate submissions. This is the average number of working days from receipt of a completion certificate submission to building standards visiting the premises or contacting the applicant to notify them that a specific appointment needs to be arranged. The acceptance of completion certificates after building works have been completed on site is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian. This indicator is calculated from the total number of days for all completion responses responded to divided by the total number of completion submissions received in financial year. This indicator is based on data collected at the end of a financial year.	



Trend Chart Commentary:

The trend shows that the average response time in days has decreased over the 4 years shown.

The target was originally set at 3 days however as this was being achieved the target was reduced to 2 days from financial year 2013/14.

Although performance has been better than target an increase in the number and complexity of applications being received as a result of economic recovery will make achieving the performance target more challenging in the year ahead.

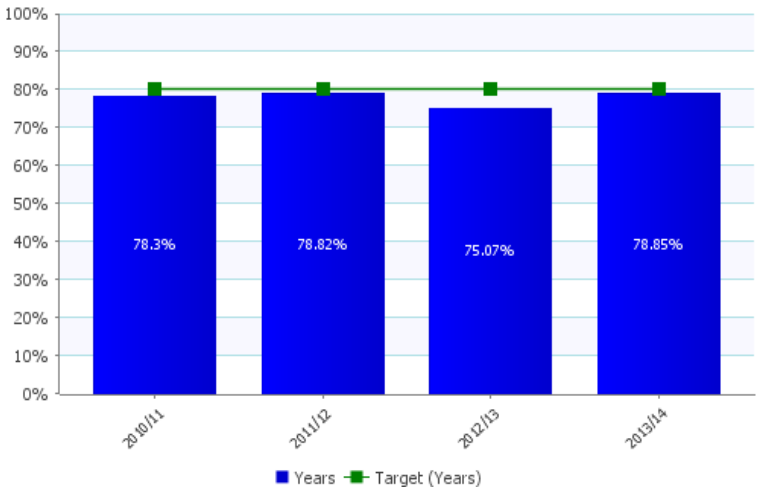
Consequently the target will be maintained at 2 days for 2014/15. This target will be reviewed at the end of the current financial year and an appropriate target set for 2015/16. It is anticipated that this target will be 1.75 days.

We are currently awaiting the Scottish Government producing national figures for the building standards performance framework, unfortunately these have been delayed until all local authorities agree to a data sharing agreement - West Lothian have agreed this.

For information the number of completion submissions responded to in each financial year was:

2013/14 (1435),
2012/13 (1430),
2011/12 (1218),
2010/11 (1434), and
2009/10 (1778)

Performance Indicator	**Annual percentage of all applications, excluding major applications, determined in two months**	*P:DM033_9b.1a*
Description	This performance indicator measures the percentage of all local planning and other applications determined within 2 months by the council. It includes householder planning applications. This category excludes major applications. Major applications are generally for the large development proposals including housing sites for 50 or more units and developments on sites of greater than 2 Ha. The assessment of a planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.	



Trend Chart Commentary:

The council's performance in 2013/14 at 78.85% (of 733 applications determined) was an improvement on the previous year's performance of 75.07% (of 722 applications determined) and was the best achieved in the last five years, although it is still slightly below the statutory target of 80%. Performance has remained fairly consistent over the last 4 years.

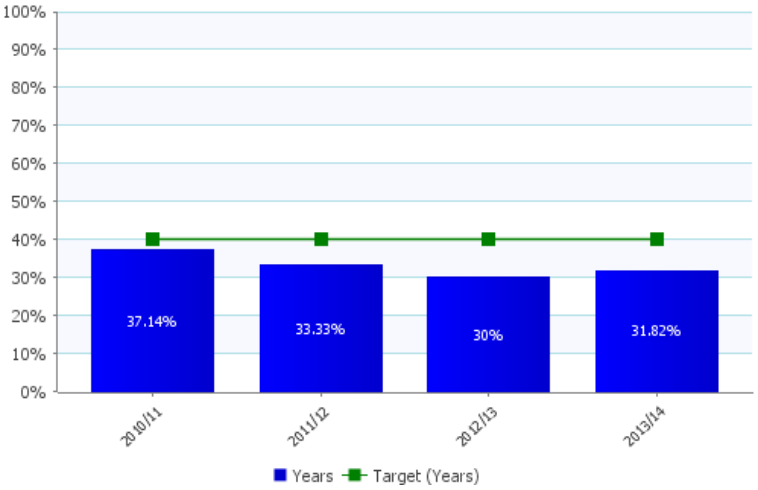
For the purposes of benchmarking and from figures available in the council's latest Planning Performance Framework submission for 2013/14, in a national context the council's performance for this indicator is above the Scottish average of 72.7%. West Lothian Council, in a Scottish context, had the fourth highest proportion of local planning applications that were subject to a legal agreement, and this will inevitably extend the time period for determination of this category of planning application.

The number of planning applications in this category has remained relatively consistent in the last 3 years.

Over the last four years the number of all non-major applications determined in 2 months, out of the total number of all such applications, is as follows:
2013/14 578 out of 733
2012/13 542 out of 722
2011/12 603 out of 765 and
2010/11 646 out of 825.

The target will be maintained at the statutory level of 80% for 2014/15. This target will be reviewed at the end of the current financial year and an appropriate target set for 2015/16.

Performance Indicator	**Annual percentage of all major planning applications determined in 4 months**	*P:DM034_9b.1a*
Description	This performance indicator measures the percentage of all major planning applications determined within 4 months which is the statutory period for determination of this category of application. 'Major' applications are statutorily defined and are the more complex planning applications dealt with by the council. Examples of major planning applications are sites for more than 50 houses, or sites for any form of development where the site area is greater than 2 hectares. The assessment of a major planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.	



Trend Chart Commentary:

The council's performance in 2013/14 at 31.82% (of 22 applications determined) was a modest improvement over the previous year when 30.0% (of 20 applications determined) were determined within the longer statutory period 4 months. Performance remains below the target of 40%.

Major applications that exceeded the statutory period in 2013/2014 included proposals for opencast coal mining, a distribution park, the redevelopment of Freeport, and large scale residential developments all of which required amendments to make the proposals acceptable in planning terms or required a legal agreement.

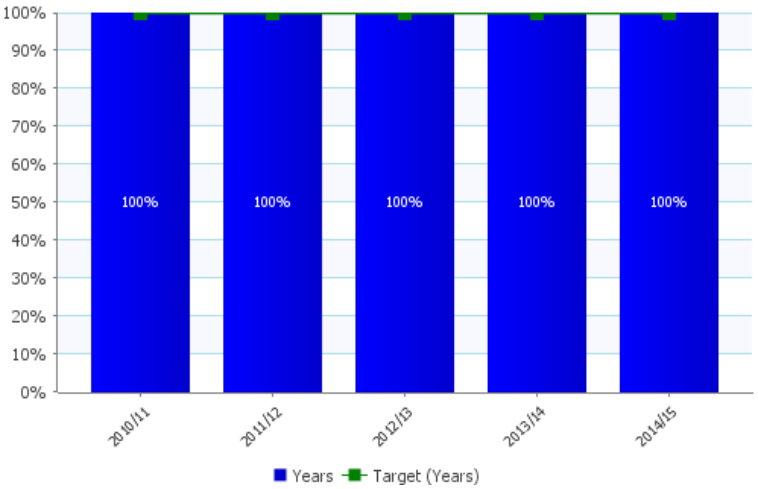
Performance has varied over the past 4 years from 31.82% in 2013/14 to 37.14% in 2010/11. The complexity and variability of the major applications makes a year on year assessment of performance difficult to draw any conclusions from.

For the purposes of benchmarking, and from the most recent figures available in the council's latest Planning Performance Framework submission for 2013/14, in a national context West Lothian Council has the 8th highest number of major planning applications in Scotland and 3rd highest proportion in Scotland of all major planning applications when measured against the total number of applications received.

Performance data over the last four years shows the number of major applications determined in 4 months, out of the total number of all such applications, is as follows:
2013/14 7 out of 22
2012/13 6 out of 20
2011/12 4 out of 12 and
2010/11 13 out of 35.

The target will be maintained at 40% for 2014/15. This target will be reviewed at the end of the current financial year and an appropriate target set for 2015/16.

Performance Indicator	Percentage of population covered by the adopted West Lothian Local Plan	DP001_9b.1b
Description	This performance indicator measures the percentage of the population covered by the West Lothian Local Plan. The West Lothian Local Plan sets out the development strategy for West Lothian over a 5-10 year period and provides communities and the development industry with details of future development sites and proposals across the area. The preparation of local plans is a statutory requirement. Local plans are required by Scottish Government to be updated and replaced every five years. Data to inform the local plan is sourced from a variety of areas including Scottish Government policy, community council involvement and the development industry.	



Trend Chart Commentary:

Over the period 2010/11 to 2014/15 the percentage of population covered by the West Lothian Local Plan has consistently remained at 100%. This reflects the fact that the plan continues to form part of the development plan for West Lothian and will continue to do so until it is replaced.

The preparation of a development plan is a statutory requirement. All parts of West Lothian are required to have an up to date development plan in place. Work on a replacement plan has commenced.

The target for 2015/16 will remain at 100%.

Performance Indicator	Customer satisfaction with the service overall	P:STP005_6a.7
Description	This performance indicator measures the percentage of customers who rated the overall quality of service provided by Planning Services as good or excellent. Customer feedback is sought via customer survey and customers are asked to rate the overall quality of the audit service provided as; excellent, good, adequate, poor or very poor. All responses ranked as either 'Excellent' or 'Good' are recorded as positive responses. Number of positive responses are divided by the total number of responses to determine a percentage. The results of customer feedback are analysed on a insert frequency basis in order to identify areas for improvement.	

Trend Chart Commentary:

The trend chart shows that customer satisfaction levels in Planning Services' slipped to 80.95% in 2014/15 from 81.48% in 2013/14. The 2014/15 survey had 88 out of 108 responses rating the overall service as Excellent or Good.

The drop in customer satisfaction between 2012/13 and 2013/14 occurred at a time when there was a significant change in the way the service deals with customer contact with customers being directed to the Customer Service Centre and to on-line service delivery. Further changes occurred at the start of 2014/15 when the duty service which allowed customers to obtain advice from a duty officer was removed.

These changes have resulted in adverse comment from customers. An analysis of these returns indicates that the main customer comments are on the ability to contact Planning Services staff as these channel shift initiatives are being implemented. A post implementation review of procedures will be carried out in Spring 2015.

As a result the customer satisfaction target has been reduced to 80% for 2015/16 to allow these changes to operating procedures to bed in and become the norm for customers.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Benchmarking	As Required	✓											
Collation Specified Performance Indicators (SPIs)	Annual		✓										
Update of PPR information	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
WLAM (assessment)	1 Yr Cycle	✓											
Review Panel	1 Yr Cycle	✓											✓
Performance Committee	As Required												
Process Review (Lean/RIE activity)	N/A												
Progress review of improvement actions	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CSE preparation	Annual									✓	✓		
Inspection or Audit activity	As Required												
Budget Management activity	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	Annual							✓					
Health and Safety Assessment(s)	Annual							✓					
Business Continuity Planning	Annual							✓					
Workforce Planning	Six-Monthly	✓						✓					
PRPDPs	Six-Monthly	✓						✓					
Review of customer groups/segmentation matrix	Annual										✓		
Customer consultation	Annual										✓		
Review of Service Standards	Annual										✓		
Planned Engagement activity	Annual										✓		

Website content management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Performance activity | Self Assessment activity | Consultation & engagement activity | External assessment activity | Corporate management activity

Planning & Economic Development Services

Management Plan 2015/16

Craig McCorriston
Head of Service

April 2015

For more information:

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