

# Planning & Development 11/12 Performance Report



## 01. Summary of the major successes

11/12

### 1. Promoting Economic Development and Supporting Local Businesses

Skills for Midlothian Businesses launched in December 2011

Over 90 local businesses registered with the Supplier Development Programme

Support for tourism with launch of Midlothian Food and Drink Directory (June 2011) and launch of Savour the Difference brand in November 2011

### 2. Promotion of New Facilities and Development

Planning permission issued for new Zero Waste Recycling facility at Millerhill

Completion of statutory procedures and clearance of the former Dalkeith High School premises at Newmills Road, Dalkeith for redevelopment

Planning permission issued for major housing developments at Gorebridge and Eskbank, together with substantial developer contributions concluded

Agreement of Council to use developer contribution for extension to Rosewell Primary School

Arising from new and impending planning consents for residential development, approved detailed designs put in place for new primary school at Gorebridge and an enlarged replacement primary school at Bilston

### 3. Further Improvement in Regulatory Services' Performance

Overall improvement in the speed of handling planning applications compared with 2010/11 due to restructured management and review of procedures

Consistent high performance of Midlothian and other Scottish Councils building standards services recognised by Scottish Ministers' decision to award for a further six years the exclusive verification function to local authorities

### 4. Delivery of Development Plans, Planning Policy and Environmental Improvement

With Midlothian Council in the chair, Proposed Strategic Development Plan for South East Scotland published in November 2011 followed by a six week period for representations during which a well attended drop in event and exhibition was held

Publication of major statements of supplementary planning guidance on affordable housing and developer contributions

Dalkeith Townscape Heritage Initiative and Conservation Area Regeneration Scheme, completion of public realm works in the High Street, 29 grants awarded for improvements to buildings with four key building projects due to complete in Spring/Summer 2012, apprentice training and homeowner advice ongoing throughout the year

## 02. Summary of the major challenges and actions to address them

11/12

### 1. Challenge: Drive forward sustainable economic growth in Midlothian

**Action:** Co-ordinate the various complementary functions of the Planning and Development Service with both internal and external partners to focus on priorities

### 2. Challenge: Supporting business and promoting new business opportunities

**Action:** Ensure Council/key partner agencies remain in an optimal condition to assist businesses in the challenge posed by the ongoing national and international economic situation, though the preparation and operation of a range of economic resilience measures. Maximise business support for small and medium sized enterprises and skill support to the Midlothian workforce through the work of New Leaf and the East of Scotland Investment Fund

### 3. Challenge: Providing an effective strategic and local planning context which delivers development to meet housing need, promote economic development and provide for the necessary supporting infrastructure, whilst conserving and enhancing natural and heritage resources

**Action:** Complete preparation and publish the Main Issues Report (and associated documents) of the Midlothian Local Development Plan

### 4. Challenge: Further improve the performance of the regulatory functions of building standards and development management

**Action:** Development of the planning performance framework to enhance the customer focused approach to the handling of planning applications.

Maintain a high quality customer focused building standards service through implementation of the new performance framework.

Amendment of process for negotiation of legal planning agreements so that it runs concurrent with assessment of the associated planning applications.

**5. Challenge:** Complete procedures for the implementation of the development of the Shawfair development area and adjacent land

**Action:** In association with City of Edinburgh Council as co-landowner, complete negotiations with prospective purchasers, seek Council approval and complete sale of land.

Complete negotiations with prospective owners/developers of the land at Shawfair prior to issue of overall outline planning permission.

**6. Challenge:** Maintain impetus of activity to deliver the Dalkeith Townscape Heritage Initiative and Conservation Area Regeneration Scheme

**Action:** Continue to liaise closely with Dalkeith Business Renewal, Historic Scotland and other key funders/partners to deliver the full range of building improvements, public realm upgrades and training schemes forming part of the approved project

**7. Challenge:** Implement the provisions of the Council's Corporate Asset Management Plan



**Action:** Maintain strong contribution to corporate priority programming through business transformation agenda

### 03. Budget position and impact of efficiencies





**11/12:** Rigorous budget monitoring continues across the services.

# Planning & Development PI summary 11/12



## 01.1 Outcomes and Customer Feedback

Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	% of feedback complaints completed within 10 working days	18.75%	66.67%	66.67%	100%	0%	40%		<b>11/12: Off Target</b> as invariably most complaints tend to be complex issues. Will continue to be monitored to improve performance.		100%	Cumulative number of complaints received	3
												Cumulative number completed within 10 days	0

## 01.2 Making the Best Use of our Resources

Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 1.911	£ 3.064	£ 3.054 m	£ 3.013 m				<b>2011/12:</b> Final Outturn figures will be available late-May/early-June and will be reported to Council in June.		£ 2.992		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	3.92	0.77	2.74	5.64	6.66	6.66		<b>11/12: Off Target</b> data subject to review.		3.6	Number of days lost (cumulative)	369.58
	Average number of FTE in service (year to date)												55.49

## 01.3 Corporate Health

Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
05. Complete all divisional priorities	% of service & corporate priority sub-actions on target / completed, of the total number	45%	100%	100%	88.24%	88.24%	88.24%		<b>11/12: Off Target</b> work continues to progress the two off target actions, with improvement actions put in place for both.		90%	Number of service & corporate priority actions	17
												Number of service & corporate priority actions on tgt/completed	15

06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	80%	82.35%	86.36%	87.14%	88.82%	88.82%		11/12: Target Achieved		85%	Number received (cumulative)	662
												Number paid within 30 days (cumulative)	588
08. Improve PI performance	% of PIs that are on target/ have reached their target.		83.33%	79.17%	75%	62.5%	62.5%		11/12: Off Target the 9 PIs identified off target will continue to be monitored closely and action taken to improve performance in these areas.		90%	Number on tgt/ tgt achieved	15
												Number of PI's	24
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%	100%		11/12: Target Achieved		100%	Number of high risks reviewed in the last quarter	1
												Number of high risks	1

#### 01.4 Improving for the Future



Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
11. Fully implement the Competency Framework	% of employees who have had a PDP within the last year (excluding employees who have been employed for less than 3 months)	N/A		N/A	N/A	N/A	N/A		11/12: Competency outputs will be available after 1st June 2012.		100%	Number who have had a PDP	N/A
												Number of employees (Excl employed for less than 3 months)	
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	50%	0%	100%			100%		11/12: Target Achieved		90%	Number of on tgt/ completed actions	0
												Number of outstanding actions	0

## Planning & Development 11/12 action report













### 03. Corporate & Service Priorities Corporate Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
MC.1112.C-2a.1	C-2a. Maximising business opportunities	Implement the Midlothian Economic Development Framework	31-Mar-2012		100 %	<b>11/12: Complete</b> extent of planned implementation 11/12 has been achieved.
MC.1112.C-4b.1	C-4b Promote sustainable development, including through Best Value and climate change duties	Climate change and Sustainable Development Group to refresh and implement the Sustainability Action Plan	31-Mar-2012		100 %	<b>11/12: Complete</b> Intended extent of progress for 11/12 achieved. Climate Change & Sustainable Development Group monitors implementation of the Sustainable Development Framework and reviews progress on the Sustainability Action Plan (SAP). Sustainability gap analysis is being undertaken with services to inform the annual refresh of SAP for reporting to CMT; progress is dependent on input across services.
MC.1112.C-4b.2	C-4b Promote sustainable development, including through Best Value and climate change duties	Review and implement the Midlothian Local Biodiversity Action Plan (LBAP)	31-Mar-2012		50 %	<b>11/12: Off Target</b> The Biodiversity Officer post has been vacant since mid-October 2011 so the review of actions in the Local Biodiversity Action Plan (LBAP) is temporarily on hold. Implementation of the actions within the LBAP is however continuing, including through partner organisations, as the LBAP contains actions with a wider base than the Council's activities. A review of Local Biodiversity sites is continuing and a joint bid with other Lothian Councils has been made for funding to review and update the habitats data.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
MC.1112.C-5c.1	C-5c. Regenerate and improve Midlothian's town and village centres	Implement the Dalkeith Townscape Heritage Initiative (THI) and Conservation Area Regeneration Scheme (CARS) and environmental improvements	31-Mar-2012		100 %	<b>11/12 Complete</b> (for this year) Dalkeith Townscape Heritage Initiative (THI) and Conservation Area Regeneration Scheme (CARS) Project Team has awarded 23 building grants and 6 education and training grants this year. 1 building is now complete (41 High Street) and work to 8 buildings is in progress. 4 building improvements are due to commence in spring/summer 2012. In terms of actual grant sums awarded, the facade improvements budget is almost fully committed (the grant scheme was oversubscribed) and £29,000 remains to be allocated. However, work is being done to identify underspend from other budgets within the THI & CARS that can provide additional funding for the facade improvements. An offer of an additional £15,000 was accepted from Historic Scotland in January 2012. For the priority projects, £50,000 remains to be allocated from the total budget which needs to be allocated by the end of June 2012 and at present it is anticipated that this deadline will be met. Public engagement and education work is continuing. Negotiations are underway between Midlothian Training Services and property owners to develop additional training opportunities at grant-aided properties. Many education/training initiatives are being undertaken at no cost to the project and therefore have not required the grant awards anticipated in the original estimate of project outputs.
MC.1112.C-6d.2	C-6d. Support the Council in its corporate improvement agenda and to ensure Best Value	Complete the office review as part of the approved Corporate Asset Management Plan	31-Mar-2012		100 %	<b>11/12 : Complete</b> Options reported, and agreement to develop preferred recommendations for further consideration progressing

03. Corporate & Service Priorities  
Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PD.1112.S-01.1	01. Drive forward sustainable economic development in Midlothian	Review performance and report on service plan priorities	31-Mar-2012		100 %	<b>11/12: Complete</b>
PD.1112.S-02.1	02. Review and implement the Midlothian Economic Development Framework	Review MEDF principally via update of sector action plans	31-Mar-2012		100 %	<b>Q3 11/12: Complete</b> 7 economic sector action plans continue to be reviewed and updated. Tourism Action Plan complete.
PD.1112.S-03.1	03. Prepare the South East Scotland Strategic Development Plan (SESplan) in partnership with the	Jointly prepare and publish the proposed strategic development plan (SDP) action programme and revised environmental report	31-Mar-2012		100 %	<b>Q3 11/12: Complete</b> Proposed Strategic Development Plan, Action Programme, Updated Environmental Report and associated documents published on 7 November 2011 followed by a 6-week period for representations to be lodged (until 19 December 2011).Exhibition and drop-in event held. Analysis of representations and preparation for Examination underway.
PD.1112.S-04.1	04. Prepare the Midlothian Local Development Plan (MLDP)	Prepare, publish and consult on the main issues report, monitoring statement and environmental report of the MLDP	31-Mar-2012		60 %	<b>11/12: Off Target</b> A delay to the Proposed Strategic Development Plan (SDP) and resources required to progress the SDP to representations stage resulted in slippage in the Midlothian Local Development Plan (MLDP) work programme. This will allow an online development plan and back office system to be in place for the publications of the Main Issues Report stage and should deliver efficiencies and improved public engagement. Sites assessment and landscape assessments have been completed and spatial strategy options are being tested. Background studies are underway or in the process of being commissioned. A revised timetable was approved by Cabinet on 6 March 2012 in the context of the Development Plan Scheme for Midlothian No.4 (for publication). A Member briefing/workshop was held on 13 March 2012 to discuss the spatial strategy and key policy changes to assist with preparation of the Main Issues Report and associated documents by September 2012.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PD.1112.S-05.1	05. Implement the Midlothian Local Plan 2008	Prepare, consult upon and adopt supplementary planning guidance on affordable housing	31-Mar-2012		100 %	<b>11/12: Complete</b> The finalised supplementary planning guidance on affordable housing was adopted by Cabinet on 6 March 2012.
PD.1112.S-05.2	05. Implement the Midlothian Local Plan 2008	Prepare development briefs/ frameworks as required	31-Mar-2012		100 %	<b>11/12: Complete</b>
PD.1112.S-06.1	06. Secure appropriate developer contributions towards essential infrastructure and community facilities which are required as a consequence of new development.	Prepare, consult upon and adopt revised supplementary planning guidance on developer contributions	31-Mar-2012		100 %	<b>11/12: Complete</b> The finalised supplementary planning guidance on developer contributions was adopted by Cabinet on 6 March 2012.
PD.1112.S-06.2	06. Secure appropriate developer contributions towards essential infrastructure and community facilities which are required as a consequence of new development.	Negotiate section 75 legal planning agreements as part of new developments	31-Mar-2012		100 %	<b>11/12: Complete</b> number of major site agreements and others at an advanced stage - long standing ones are primarily with the applicant for their attention.
PD.1112.S-07.1	07. Delivery of high quality customer focused development and building standard services	Implement programme of service improvements in the development management service	31-Mar-2012		100 %	<b>11/12: Complete</b> Intended progress in 11/12 achieved: remainder of current programme due for completion by Q3 12/13.
PD.1112.S-07.2	07. Delivery of high quality customer focused development and building standard services	Implement programme of service improvements in the building standards service	31-Mar-2012		100 %	<b>11/12: Complete</b> extent of intended progress in 11/12 has been achieved.







Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PD.1112.S-08.1	08. Review of the Council's Estate Portfolio	Prepare and implement a rolling review of rents of the Council's non-operational land and buildings (Phase 1)	31-Mar-2012		100 %	<b>11/12: Complete</b> programme of reviews on target as part of 5 year rolling programme. This was a new LPI for 2011/12 therefore no value for 2010/11
PD.1112.S-09.1	09. Maintain the five year housing land supply in Midlothian to assist in meeting housing need and demand	Prepare the annual Housing Land Audit and agreed programming with the housebuilding industry	31-Mar-2012		100 %	<b>11/12: Complete</b> The Midlothian Housing Land Audit (HLA) 2011 has been agreed and is included in the finalised Lothians-wide HLA 2011. It is available for public use.





## Planning & Development 11/12 PI Report





### 03. Corporate & Service Priorities Corporate Priorities









PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
MC.1112. C-2a.1a	C-2a. Maximising business opportunities	Hectare take up of economic land (Target 5ha additional per year= 35ha in total 2010/11)	0 ha	0 ha	0 ha	0 ha	0 ha	0 ha			<b>11/12: Off Target</b> this reflects current economic conditions. Anticipated improvement throughout 2012/13. Encourage take up through proactive site promotion with emphasis on economic development opportunities at Hopefield, Millerhill and Stobhill. This links in with property advertising/marketing strategy approved by Cabinet August 2011.	5 ha	N/A	NO1,NO2
MC.1112. C-2a.1b	C-2a. Maximising business opportunities	Number of start-up/micro businesses supported in partnership with Business Gateway	251	34	116	116	173	173			<b>11/12: Off Target</b> due to economic climate, and staff turnover at Business Gateway. With effect from 1st October 2012 the Business Gateway contract will be delivered in house.	200		SOA-NO1, NO2







PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
MC.1112. C-2a.3	C-2a. Maximising business opportunities	Number of loans provided to Midlothian businesses through the East of Scotland Investment Fund	N/A	2	2	5	7	7			<b>11/12: Target Achieved</b>	5	One of the highest performing local authorities in the East of Scotland Investment Fund partnership both in terms of number of grants awarded and their total value.	
MC.1112. C-4b.1a	C-4b Promote sustainable development, including through Best Value and climate change duties	Percentage of actions that have been implemented/are on target within the refreshed Sustainability Action Plan	44%	79%	74%	63%	63%	63%			<b>11/12: Off Target</b> Progress on the outstanding actions is being monitored through the Climate Change & Sustainable Development Group and reported through the quarterly performance report on the Sustainability Action Plan	100%	N/A	







PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
MC.1112. C-4b.2a	C-4b Promote sustainable development, including through Best Value and climate change duties	Percentage of actions that have been implemented/are on target within the Local Biodiversity Action Plan	N/A	83%	84%	84%	84%	84%			<b>11/12 Off Target</b> The Biodiversity Officer post has been vacant since mid-October 2011 so the review of actions in the Local Biodiversity Action Plan (LBAP) is temporarily on hold. Implementation of the actions within the LBAP is however continuing, including through partner organisations, as the LBAP contains actions with a wider base than the Council's activities.	100%		
MC.1112. C-5c.1a	C-5c. Regenerate and improve Midlothian's town and village centres	Number of grants awarded	N/A	3	15	22	29	29			<b>11/12 Target Achieved</b> Dalkeith Townscape Heritage Initiative and Conservation Area Regeneration Scheme Project Team has awarded 6 building grants in Q4. The target figure of 38 is no longer appropriate as some of the projects have been delivered as non-grant aided. In terms of actual grant sums awarded. the facade improvements budget is almost fully committed (the grant scheme was oversubscribed), and £29,000 remains to be allocated. However, work is being done to identify	38		

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
											Cont'd  underspend from other budgets within the THI & CARS that can provide additional funding for the facade improvements. An offer of an additional £15,000 towards the facade improvements budget was accepted from Historic Scotland in January 2012. For the priority projects, £50,000 remains to be allocated from the total budget. This needs to be allocated by the end of June 2012 and at present it is anticipated that this deadline will be met.			
MC.1112. C-6d.2a	C-6d. Support the Council in its corporate improvement agenda and to ensure Best Value	Annual cost of office space per member of staff	£1,646.00	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	£1,799.64			<b>11/12 Off Target</b> £1,799.64 per person. The figure will remain high until revised desking layouts are introduced and moves to vacate buildings as part of EWiMs Strategy are implemented. Detailed strategic options have been developed and presented to BTB.	£1,400.00	£1,148 per person (Assessment of information gathered for Fairfield House in terms of running costs etc).	

03. Corporate & Service Priorities  
Service Priorities











PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
PD.1112.S-01.1a	01. Drive forward sustainable economic development in Midlothian	% of service plan action completed	N/A	0%	0%	0%	85%	85%			<b>11/12: Off Target</b> one action not complete: delay in publication of the Midlothian Local Development Plan Main Issues Report.	100%		
PD.1112.S-02.1a	02. Review and implement the Midlothian Economic Development Framework	No of sector action plans (max 7) updated	N/A	0	1	1	7	7			<b>11/12: Target Achieved</b>	7		
PD.1112.S-05.1a	05. Implement the Midlothian Local Plan 2008	% of allocated housing sites covered by development brief/framework	50%	50%	50%	60%	74%	74%			<b>11/12: Target Achieved</b> of the 39 sites 29 have the benefit of a brief and/or a planning approval (either granted or minded to approve).	50%		
PD.1112.S-05.2a	05. Implement the Midlothian Local Plan 2008	% of new housing developments implemented/with planning permission which include at least 5% affordable housing	100%	100%	100%	100%	100%	100%			<b>11/12: Target Achieved</b>	100%	N/A	



PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
PD.1112.S-06.1a	06. Secure appropriate developer contributions towards essential infrastructure and community facilities which are required as a consequence of new development.	Percentage of developer contributions registered and collected on time	100%	100%	100%	100%	100%	100%			<b>11/12: Target Achieved</b> all contributions due are being collected.	100%		
PD.1112.S-06.2a	06. Secure appropriate developer contributions towards essential infrastructure and community facilities which are required as a consequence of new development.	Number of agreements concluded as a % of total sites under negotiation	N/A	0%	50%	60%	80%	80%			<b>11/12: Target Achieved</b> of the 5 sites, 1 has been completed and registered;1 was approved but has subsequently been reviewed by Members and is not required;2 are approved and with developers for signature/completion. 1 still subject to negotiation and resolution of transportation infrastructure issue.	50%		
PD.1112.S-07.1a	07. Delivery of high quality customer focused development and building standard services	% of planning applications dealt with within statutory period	66%	80%	76.7%	71.7%	70%	70%			<b>11/12: Target Achieved</b>	70%		

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
PD.1112.S-07.2a	07. Delivery of high quality customer focused development and building standard services	Percentage of targets met within the Building Standards Balanced Scorecard	100%	10%	50%	65%	100%	100%			<b>11/12: Target Achieved</b> two uncompleted items in the scorecard are the subject of either further development or review as part of a 3 year programme.	100%		
PD.1112.S-08.1a	08. Review of the Council's Estate Portfolio	Percentage of non-operational Sites and Buildings reviewed	50%	15%	30%	40%	50%	50%			<b>11/12: Target Achieved</b>	50%		
PD.1112.S-09.1a	09. Maintain the five year housing land supply in Midlothian to assist in meeting housing need and demand	Percentage of sites where programming is agreed with the housebuilding industry	N/A	30%	55%	60%	99%	99%			<b>11/12 Target Achieved</b> programming of only 1 site is disputed by Homes for Scotland, and the impact on the 5-year supply is less than 1%.	95%		













05. Key Performance Indicators  
LPIs

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
PD.LPI.01		% of initial responses to building warrant applications within 15 days	69%	84%	85%	78.3%	78%	78%			<b>11/12: Target Achieved</b>	70%	N/A	
PD.LPI.02		Time to respond to request for certificate of completion (Statutory requirement is 14 days)	1.7	1.2	1.5	2.3	2.4	2.4			<b>11/12: Target Achieved</b>	5	N/A	
PD.LPI.03		Percentage of building warrants issued within 6 working days	78.8%	81%	61%	73.5%	74%	74%			<b>11/12: Off Target</b> resource priority of attending to dangerous (storm damaged) buildings and structures has impacted on performance.	80%	N/A	
PD.LPI.04		Percentage of certificates of completion issued within 3 working days	83.4%	93.2%	91.3%	83%	84%	84%			<b>11/12: Target Achieved</b>	80%	N/A	
PD.LPI.05		% of housing sites in local plans covered by development/ design brief and/or master plan	50%	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	74%			<b>11/12: On Target</b>		N/A	

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
PD.LPI.06		DS3: % of population covered by local plans adopted within the last 5 years	100%	100%	100%	100%	100%	100%			<b>11/12: Target Achieved</b>	100%	N/A	

05. Key Performance Indicators  
SPIs

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
SPI-08.1		CM8a: The proportion of operational accommodation that is in a satisfactory condition. (Annual)	76.42%	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters				11/12 results will not be available until 12/13	76%	2010/11 Scottish average 81.3%	
SPI-08.2		CM8b: The proportion of operational accommodation that is suitable for its current use. (Annual)	85.8%	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters	Not measured for Quarters				<b>11/12:</b> Annual PI. Survey returns are currently being analysed.	86.5%	2010/11 Scottish average 73.7%	
SPI-13		% of planning applications dealt with within two months	65%	82%	76.7%	71.7%	69%	69%			<b>11/12: Off Target</b> vacant post unfilled until October 2011 and long term sickness (July 2011 to January 2012): both matters now satisfactorily resolved. Future performance expected to return to expected levels.	80%	2010/11 Scottish Average 66.5%	

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
SPI-13.1		% of householder applications dealt with within two months	81%	97%	90.4%	84%	83%	83%			<b>11/12: Off Target</b> vacant post unfilled until October 2011 and long term sickness (July 2011 to January 2012): both matters now satisfactorily resolved. Future performance expected to return to expected levels.	90%	10/11 Scottish average 82%	
SPI-13.2		% of non-householder planning applications dealt with within two months	47.3%	68%	63.3%	59.1%	59%	59%			<b>11/12: Off Target</b> vacant post unfilled until October 2011 and long term sickness (July 2011 to January 2012): both matters now satisfactorily resolved. Future performance expected to return to expected levels.	80%	10/11 Scottish average 54.5%	