

The background of the slide features a large, light blue watermark of the University of Alberta crest. The crest includes a crown at the top with four maple leaves, a shield with a cross, a ship on the left, and an eagle on the right, and a banner at the bottom with the motto 'ANNE FOR A'.

# **AGENDA ITEM**

**4**

**Development Services  
Performance Update –  
April – June 2018**

Falkirk Council

**Subject: Development Services Performance Update  
April – June 2018**

**Meeting: Performance Panel**

**Date: 9 August 2018**

**Submitted By: Director of Development Services**

**1. Introduction**

1.1 This report sets out a summary of Development Services performance for the period 1 April to 30 June 2018 and includes an update on our:

- significant challenges, risks and changes in service pressures since the last Performance Panel update;
- relevant performance reports, audits and inspections

1.2 The attached Performance Panel Statement updates Members on progress towards achieving the priorities and outcomes within the Corporate Plan, progress on our key Council of the Future projects, important service plan actions (January –June 2018) and key areas for improvement and/or reform.

1.3 This report shows achievement on those indicators pertinent to the Service Plan. The Service has a more comprehensive set of operational level indicators which are monitored for management purposes, some of which are reported to external agencies and monitored through divisional or unit level plans. Should any of these indicators become more relevant or significant to report on in the future, they would then be included in this summary.

**2. Recommendation(s)**

**2.1 The Performance Panel is asked to note the performance of Development Services over the period 1 April to 30 June 2018**

**3. Background**

3.1 Development Services makes a significant contribution to the achievement of the Corporate Plan priorities and Strategic Outcomes Local Delivery Plan (SOLD) outcomes, particularly with regards to:

- **People**
  - Reduce the impact of poverty on children and their families
- **Place**
  - Grow our economy
  - Improve the neighbourhoods we live in
  - Promote vibrant own centres

- **Partnership**
  - work with communities to deliver better services
  - empower and enable people to be self-reliant

**SOLD outcomes:**

- Our area will be a fairer and more equal place to live
- We will grow our economy to secure successful businesses, investment and employment
- Our children will develop into resilient, confident and successful adults
- People will live full, independent and positive lives within supportive communities
- Our area will be a safer place to live

3.2 The performance statement attached notes progress against the actions we are taking forward over the coming year including those actions for the Council of the Future programme where Development Services has lead responsibility. The performance statement also includes a note of progress on important indicators.

**4. Service Update**

4.1 There have been a number of challenges, risks and changes in Service pressures since our last Performance Report in February 2018. A brief summary of these is presented below:

**Revenue budget** – The outcome of the Council’s budget decision in February 2018 is being implemented and the Service is participating in the medium term financial planning exercise in preparation for future budget rounds.

**Severe Weather** – A structured debrief of the Council’s responses to the severe weather in February & March 2018, concluded that whilst the Council generally responded well to the challenges presented, there were a number of areas where responses could have been improved. In particular it was noted that the multi agency East of Scotland Resilience Partnership should have been stood up before the full impact of the severe weather events. This may have had a positive impact on addressing the areas of concern raised during the debrief.

**Strategic Property Review** – the service is leading the strategic property review giving recommendations on the approach to rationalise the Council's property portfolio. A Council of the Future project, the review includes progressing work on the options for the Council’s headquarters project and delivery of local advice hubs. A report was supplied to Executive in May 2018 providing a review of office accommodation and recommendations to progress the civic headquarters project.

**Supporting other services with fire safety investigation-** Following the tragic events at Grenfell, Development Services undertook a review of the Council’s overclad residential tower blocks to verify the installed systems and give assurance on the presence of fire barriers, and the Service continues to liaise with Corporate & Housing Services regarding fire safety matters.

**Supporting Children's Services with Cole Report responses (wall tie/header tie/firestop matters in schools)** - Given the concerns raised following the Edinburgh school wall failure, Development Services undertook a review of the Council's non PPP/PFI school estate, including reviewing structural inspections undertaken in 2004, and an analysis of the design of external wall constructions to all new school build and extension projects delivered by the Council since 2004. The Service continues to liaise with Children's Services over further building inspection regimes to be considered in response to the actions identified within the Cole report.

**Waste recycling and compliance with the Household Waste Recycling Charter** - A number of reports have been presented to the Executive over the last year to identify the continuing challenges associated with providing a waste collection and disposal service that is compliant with the Scottish Government Charter to which the Council is a signatory. A further report has been prepared for the Executive in August 2018.

**Smart Working Smart Travel**- This is a Council of the Future project to examine the use and costs of staff vehicles for work related travel. Work is progressing well with 60 new pool vehicles delivered and the benefits will start to be realised later this financial year.

**Falkirk Tax Incremental Financing/Investment Zone** – we continued the implementation programme for the Falkirk TIF including marketing of the Falkirk Gateway/TIF sites. Submissions for the Gateway scheme are being assessed at present. An outline business case for an 'Investment Zone', growth deal package was submitted to Scottish and UK Governments.

**Welfare Reform/Fair Start** – the service commenced delivery of a contract for the national Fair Start service, acting as lead contractor for services for unemployed people across the Forth Valley. Referrals to the programme are currently ahead of schedule (see Performance Statement).

**External funding** – we successfully pursued a number of submissions for external funds to assist with delivery of major projects including:

- Housing Infrastructure Fund (£1.4m)
- Regeneration Capital Grant Fund (with Scottish Canals) – (£972k)
- Green network/countryside access projects (£1m)
- Heritage Lottery Fund, Great Places (with Falkirk Community Trust) – (£462k)
- Switched on Fleets Ultra low emission vehicle procurement (£138k)

4.2 The service has progressed a number of strategies and plans during the year including:

- Local Development Plan (LDP2) – the service consulted on the main issues stage in the preparation of the next Local Development Plan. A report on Main Issues was published and a draft LDP2 document was presented to Council in June 2018.
- A third Biodiversity Action Plan for the Falkirk Council area was drafted for consultation.

- 4.3 The Service has been involved in a number of service inspection, service scrutiny and audit activities during this year:

**Food Safety Audit** –In December 2016 Falkirk Council was audited by Food Standards Scotland (FSS) in order to assess the authority’s capacity and capability to deliver its food safety function. This plan was presented in a report to the meeting of the Scrutiny Committee on 30 November 2017 detailing the corrective and preventative actions. Subsequently the FSS have carried out a re-inspection of the service and confirmed that all actions are now complete. This was reported to the Scrutiny Committee on the 5 April 2018.

**Inspection of Crematorium-** The Council received an inspection report from Her Majesty’s Inspector of Crematoria Scotland in June 2018, noting good performance by the Service in the face of significant disruptions including the crematorium refurbishment project and an extreme snow weather event that took place during the period of inspection. The refurbishment works at the crematorium also achieved recognition through a Civic Trust award.

**Cost of Planning/Planning Performance Framework-** Reports were supplied to the Scrutiny Committee on the Cost of Planning and the Planning Performance Framework. It was agreed that the Service should participate in a national exercise being conducted in relation to the Planning Reform Bill. A further report will be supplied to the Scrutiny Committee following the outturn of this exercise

**Awards for Resilience and Emergency Planning -** Falkirk Council’s work in resilience and emergency planning was recognised at a national awards ceremony on 25 June. The Council came top in two categories – the Partnership Award and the Resilience Award – both for the development and implementation of a vulnerable persons database. This tool helps identify the most vulnerable residents/people at risk during times of unexpected disruption or emergency situations.

The new database was launched in 2017. Previously, if an incident took place in the area, organisations relied on paper lists to identify the most vulnerable individuals within communities. This made it difficult to identify who would need priority assistance. Personal information could not be shared in advance due to legislation. The Council worked with NHS Forth Valley to overcome the legislative barriers and the database now allows the sharing of both NHS data and Falkirk Council’s social work data to be matched. The vulnerable person’s database also allows for near instant identification of individuals via electronic mapping.

## 6. Conclusions and Future Actions

The Service has made sustained progress in the delivery of its service plan actions during 2017/18 and is now progressing its actions for 18/19. It is continuing to progress the key actions necessary to address a number of service pressures, challenges and changes and to make a full contribution to the implementation of the Council of the Future initiative.

pp

---

### DIRECTOR OF DEVELOPMENT SERVICES

Author: Rhona Geisler, Director of Development Services – 01324 504950,  
rhona.geisler@falkirk.gov.uk

Date: 9 August 2018

**Appendices:** Development Services Performance Panel Statement: April to  
June 2018

#### List of background papers:

- Development Services Performance Files

## Performance Panel Statement – January 2018 to June 2018

### Key Actions Progress



Action is significantly behind target.



Action is slightly behind target or in danger of not achieving deadline.



Action is on target.



Action is completed.

### Our Area - The Area We Need To Be - Priorities

#### People - Raising aspiration and ambition

Action	Progress	Status
01.01-DS17 Deliver employment and training programmes to enable access to the workplace.	<p>Fair Start Scotland commenced on 3rd April and 307 referrals have been received. This is ahead of profiled projections. 42% of all starts (183 out of 438) for Q1 were eligible, with 56% having intense support needs.</p> <p>These activities focus on individuals with disabilities or health conditions and support increased access to the workplace for those with multiple barriers, contributing to a more accessible and diverse workforce.</p> <p>A number of support measures and other tools have been established to assist this challenging client group.</p>	

#### Place - Growing our economy

Action	Progress	Status
03.02-DS17 Promote the Falkirk-Grangemouth Investment Zone to upgrade the areas.	An outline business case for the Investment Zone, seeking financial support to boost economic growth has been prepared and submitted to both UK and Scottish Governments. A workshop for businesses and partners on the business case took place in May '18.	
03.03-DS17 Deliver the Tax Incremental Financing (TIF) projects	Key projects ( <i>Junction 5 Utility Works, Gateway Phase 1, Westfield Roundabout</i> ) are progressing within TIF programme. Marketing of the Falkirk Gateway is underway and a developer framework is now in place for delivery of investment projects.	

Action	Progress	Status
03.04-DS17 Deliver Business Gateway activities.	<p>A new Forth Valley BG Contract (covering Stirling and Clacks areas) was tendered and awarded October 2017 - 2022. Additional external ERDF funds for Expert Help (£145k p.a.) were secured until Dec 18, with a programme extension submitted and confirmed to 2022. Additional Digital Boost external funding (£42k) was secured for April 2017 to March 2018 with extension likely.</p> <p>All Business Gateway business support segments, marketing, workshops and aftercare being delivered. Supporting measures for Partnership Action for Continuing Employment (PACE) events, tourism business support and development delivered. Support for rural sector delivered through management of the Kelvin Valley &amp; Falkirk LEADER programme. Town centre and THI retailer supported. The measure of unique businesses engaged and supported is above target though jobs created for Q1 remains slightly below target due to lower start up and growth pipeline conclusions. This reflects the national economic position</p>	

**Place - Improving the neighbourhoods we live in**

Action	Progress	Status
04.04-DS17 In collaboration with partners implement local flood protection schemes The Grangemouth scheme is a local and national priority.	Consultation with industry and core stakeholders, including all major utilities, has been carried out. Consultation with elected members and public/community group engagement are now all also complete. Ground investigation works within industries is nearing completion but continue to suffer programme delay due to access and working method constraints by Ineos/Petroineos/BP. Option appraisal is substantially complete and outline design has commenced. Submission of the preferred scheme to Scottish Government is anticipated in Autumn 2019.	
04.05-DS17 Local Development Plan.	Preparation and consultation on the Local Development Plan 2 (LDP2) Main Issues Report was completed in May 2017. The LDP2 Proposed Plan was issued to June Council and is targeted for approval at a special meeting of the Council in August 2018. Further consultation to be carried out by November 2018.	
04.06-DS17 Maintain standards of street cleansing, environmental health, food inspection, trading activities and safety across communities.	Work is ongoing to maintain standards across these areas through specific actions in our service plans. This includes a recent Food Safety inspection by Food Standards Scotland with a positive inspection. The review of Environmental Health and Trading Standards has also been completed. A new working group in street cleansing has recently been set up to review current service provision.	
04.07-DS17 Maintain and enhance the areas open space and green	Partnership development work is ongoing on a number of key projects, notably; Heritage	

Action	Progress	Status
networks.	<p>Lottery Fund (HLF) projects: Inner Forth Landscape Initiative (year 4 of 4); Rediscovering the Antonine Wall and Falkirk: Landscape Industry and Work; as well as significant access, placemaking and biodiversity enhancements of parks.</p> <p>Stage 1 HLF bid successful for Zetland Park in December 2017 (£127k). Stage 2 bid under preparation for August 2019 submission seeking £927k of support.</p> <p>The Open Space Strategy received an award at the Scottish Awards for Quality in Planning and work is ongoing to deliver it:</p> <ul style="list-style-type: none"> <li>. Park masterplans have been prepared for 7 of 14 key open space assets: Kinneil Estate, Bo'ness; Ash Park, Banknock; Callendar Park, Falkirk; Helix Park; Zetland Park, Grangemouth; Gairdoch Park, Carronshore and Muiravonside Country Park</li> <li>. Improvements made at 22 key sites: 7 of our 14 key open space assets; 6 of our 50 open spaces which are priorities for quality improvement, and 9 of our 36 green network opportunities. A review of the maintenance schedule is now underway.</li> </ul> <p>Work is underway to review the Council's Local Biodiversity Action Plan.</p> <p>10 peatland management plans have been approved and work is underway to implement them.</p> <p>Work is underway to develop a Food Growing Strategy following the success of "Dig in Falkirk" and to assist delivery of John Muir Way partnership projects.</p> <p>Work is also underway in partnership with Scottish Canals and Sustrans to improve the placemaking quality and experience for cyclists of the Forth and Clyde and Union Canals. Work is underway to prepare a suite of Urban Woodland Management Plans for woodlands in the Council's ownership. Once approved these UWMP will unlock funding for woodland improvement and the sustainable management of forests from Forestry Commission Scotland.</p>	

## Place - Promoting vibrant town centres

Action	Progress	Status
05.02-DS17 Protect and enhance town centre environments and assist the promotion of town centres.	Denny town centre phase 1 building and town square/public realm works concluded. Denny Wi-Fi pilot project also commenced. Official opening of town square took place May 2018. Marketing of Phases 2 & 3 now underway.	
05.03-DS17 Complete Townscape Heritage Initiative (THI).	<p>The overall Falkirk THI 5 year project is in the final year of delivery (complete Dec-18). Public realm works have changed the physical environment of Falkirk town centre and are being concluded August 2018. Retailers have continued to receive promotional support and have been offered Business Gateway and training support. An extensive communication strategy has been delivered to help alleviate disturbance during the works phases. The priority projects of the THI are all complete with last remaining grant awards underway on the High Street.</p> <p>Training and Heritage Engagement projects being delivered on target. THI wrap up event taking place 3rd and 4th August on the High Street, supported by Falkirk BID and Active Travel Hub. Final heritage engagement exhibition until September opened in the Howgate. Falkirk town centre was featured by Historic Environment Scotland in film as one of 6 selected THI/CARS areas from across Scotland. Final performance and monitoring report to Heritage Lottery Fund and Historic Environment Scotland to be prepared for Dec 18.</p> <p>THI Common Fund now fully committed to third-party projects.</p>	
05.04-DS17 Regularise parking in town centres through the implementation decriminalised parking enforcement.	Progress on decriminalised parking enforcement (DPE) was reported to the Executive Committee on 9 January 2018 with approval confirmed to formally submit the Council's application for DPE powers to Scottish Ministers. The application was submitted to Scottish Ministers on 23 January 2018. Transport Scotland, who act on behalf of the Scottish Ministers, advise that the anticipated implementation date for DPE is mid November 2018. Stakeholder consultation is complete including Community Councils, schools etc. A contract to remedy issues with waiting restriction traffic signs across the Council area is complete and 2 contracts for alterations to road markings in towns and villages are ongoing and due to be complete by October 2018.	
05.05-DS17 Implement the Council's Road Safety programme on a rolling basis.	Road safety improvements at Stirling Street Denny, Carronvale Road Larbert, Newton Avenue Skinflats, Glenburn Road Hallglen and Torwood Avenue Grangemouth are all complete. A programme of feasibility work is underway to consider road safety improvements for delivery by 31 March 2019 including sites at A904 Bo'ness Road Grangemouth, B8080 Westburn Avenue/Glenfuir Road, C75 Gartcows Road/Majors Loan, A803 Lathallan Roundabout at M9 Slip, A9 Laurieston at Bog Roundabout and B9132 Newlands Road Road/ Kingseat Avenue.	

**Partnership - Promoting stronger, more self-reliant communities**

Action	Progress	Status
08.01-DS17      Enable Community Asset Transfer for surplus Council properties.	A process to administer Community Asset Transfer applications has been prepared and is being implemented. This involved creation of dedicated web pages detailing the application process, a list of Council properties and links for advice. A cross-service working group has been established to review and assess applications and several local groups have made approaches expressing interest in projects.	
08.02-DS17      Embed community and business resilience across area.	The Emergency Planning Unit has used local business events to promote business continuity.  Work is ongoing with Community Council's to promote and develop Community Resilience Plans. Promotional material was developed to encourage Community Councils and the wider community to sign up to the plan with a view to forming an active Community Resilience Group (CRG). Scottish Government are to visit Local Authorities to identify areas where support can be provided for the establishment of CRG's. The Emergency Planning Unit and the Scottish Environmental Protection Agency (SEPA) will arrange a tabletop exercise in 2018 to test Falkirk Council's Coastal Flood Emergency Response Plan and continue to encourage the participation of Community Councils.	

## Our Area - The Area We Need To Be - Outcomes

### We will grow our local economy to secure successful businesses, investment & employment

Action	Progress	Status
<p>10.02-DS17 Deliver the Falkirk Economic Strategy and promote the work of the Falkirk Economic Partnership.</p>	<p>A progress report on the Economic Strategy was conveyed to the Scrutiny Committee (February 2018) and Community Planning Partnership board (October 2017)</p> <p>Economic partnership meetings take place regularly. The principal focus is on the delivery of the Falkirk-Grangemouth Investment Zone business case and commencement of negotiations with UK/Scottish Government seeking financial support for delivery of new infrastructure and support measures to attract investment and enable economic growth.</p> <p>An update report on the current Tourism Strategy was submitted to the Council Executive and highlighted excellent progress against targets with Falkirk showing the highest growth rate of any mainland Council area. A Tourism Partnership has been formed with local businesses and tourism operators.</p>	
<p>10.03-DS17 Deliver the Falkirk Employability Strategy, operate training programmes and respond to changes in Welfare Reform and national skills development.</p>	<p>A number of new and additional programmes have been added to support the more diverse client group seeking to access employment and skills support e.g.:</p> <ul style="list-style-type: none"> <li>(1) An Individual Placement Support serviced (IPS) with SAMH for individuals with mental health conditions</li> <li>(2) Project SEARCH with Forth Valley College, SERCO and NHS Forth Valley for 12 X 18 - 24 year olds with Learning Disabilities</li> <li>(3) NHS Health Works - Health Assessments and Condition Management with NHS Forth valley for those with health conditions.</li> <li>(4) Supported Employment - 15 Staff trained in the Supported Employment Award to deliver Training to those with disabilities and intense support needs</li> <li>(5) Volunteering to Improve Employability - In partnership with CVS Falkirk to deliver well supported and meaningful opportunities in the community as a first step to employment</li> </ul> <p>A number of other related programmes and initiatives with the third sector to ensure a locally responsive service to meet the needs of local job seekers.</p>	

## Our Council - The Council We Need To Be

### Council of the Future

Action		Progress	Status
COTF17.EEC3	Employment & Training Unit Review	This is no longer a live CotF project in its current design further to the outcome of the Budget process, ESF commitments and the award of the Fair Start Scotland Contract.	
COTF17.MD05	Strategic Property Review	<p>A report to Executive on the 15 May sought approval to rationalise the Council's front and back office accommodation and to undertake a more detailed option appraisal for town centre sites as possible locations for a civic headquarters and arts centre, together with agreement to proceed with front facing office proposals and interim office arrangements. The Executive did not agree the interim arrangements but agreed to continue the remaining matters to the next meeting on 14 August to allow the Administration to formulate proposals on the HQ replacement.</p> <p>Work has commenced on the West Advice and Information Hub at Carronbank House. Detailed design work is ongoing to incorporate the new Central Advice &amp; Information Hub into Falkirk Library, which will replace the One Stop Shop at Callander Square.</p> <p>A number of properties have already been declared surplus with a marketing programme ongoing to dispose of these. In addition, leases from external landlords are being terminated and the staff/ services are being redeployed to other underutilised and owned properties.</p> <p>The SPR is closely aligned with other CotF projects and is continuing to contribute directly to Locality Planning, Advice Hubs and Spokes while being closely linked with the Mobile and Flexible, and Anytime, Anywhere Projects.</p>	
COTF17.MD07	Smart Working, Smart Travel	This is a Council of the Future project to examine the use and costs of staff vehicles for work related travel. Work is progressing well with 60 new pool vehicles delivered to services and the benefits will start to be realised from later this year.	

## Important Indicators on target

	2016/17	2017/18	2018/19	Target	Benchmark
	Value	Value	Value (Q1)		
DVS028c % of FOI requests to Development Services responded to within 20 days	96.3%	97.7%	97.1%	100%	None
DVS047 Sickness Absence % in Development Services - Overall	5.14%	4.83%	N/A	4%	None
cms.001 Number engaged in Employment Training with Council support	1228	998	874	245 <i>(YTD)</i>	None
cms.002 Number of Modern Apprentices in programmes managed by the Council	435	399	253	100 <i>(YTD)</i>	None
cms.005 Percentage of business properties leased by the council that are occupied	95.2%	93.4%	94%	95%	None
cms.006 Number of unique businesses supported	N/A	N/A	571	474 <i>(YTD)</i>	None
CORP-ASSET1 Proportion of operational buildings that are suitable for their current use	89.32%	87.5%	N/A	90%	79.6% (Scotland 2015/16)
CORP-ASSET2 Proportion of internal floor area of operational buildings in satisfactory condition	86.29%	88.7%	N/A	85%	81.5% (Scotland 2015/16)
DVS_ED&ES_PRO_01 Percentage of premises that hold a Food Hygiene Information Scheme (FHIS) Pass rating	90.01%	94.54%	94%	90%	None
SPS4b Percentage of Trading Standards Business Advice Requests dealt with within 14 days	98.1%	95.1%	93.6%	95%	None

	2016/17	2017/18	2018/19	Target	Benchmark
	Value	Value	Value (Q1)		
DVS_P&T_BUI_02 Percentage of Building Warrant applications responded to within 20 days	99.53%	99.27%	99.7%	100%	TBC
DVS_P&T_WEA_01 Average time taken (in weeks) to determine a Local Development (Householder) planning application	7.22	6.04	6.01	6.6	7.5 Weeks (Scotland 2014/15)
DVS_P&T_WEA_02 Average time taken (in weeks) to determine a Local Development (Non-Householder) planning application	11.89	10.49	9.23	11.4	12.87 Weeks (Scotland 2014/15)
SRL1 % of overall carriageway length to be considered for maintenance treatment	35.2%	37.3%	N/A	36.7%	37% (Scotland 2014/15)
SRL2 Percentage of traffic light repairs completed within 48 hours	96.8%	98.8%	98.2%	95%	96.1% (Scotland 2014/15)
SRL3 Percentage of street light repairs completed within 7 days	93.9%	93.8%	96.7%	93%	90.1% (Scotland 2014/15)

**Important Indicators slightly below target**

	2016/17	2017/18	2018/19 (Q1)	Target	Benchmark
<b>cms.003b Number of jobs created/secured through Business Gateway with Council-funded support</b>	681	840.5	174	187.5 <i>(YTD)</i>	None
<b>Progress</b>					
Unique businesses engaged and supported is above target though jobs created for Q1 remains slightly below target due to lower start up and growth pipeline conclusions. This reflects the national economic position.					
<b>Improvement Action</b>					
None.					

### Important Indicators significantly below target

	2016/17	2017/18	2018/19 (Q1)	Target	Benchmark
<b>cms.003a Number of unemployed people accessing jobs via Council funded/operated employability programmes</b>	568	401	81	100 (YTD)	None
<b>Progress</b>					
Numbers down slightly due to commencement of Fair Start and more intensive support needs identified.					
<b>Improvement Action</b>					
None – progress underway					

	2016/17	2017/18	2018/19 (Q1)	Target	Benchmark
<b>DVS051 Percentage of 1st stage complaints responded to within timescales</b>	95%	95%	91%	100%	100% SPSO Target
<b>Progress</b>					
The total number of Stage 1 complaints received in this period was 363. Of these, 335 were responded to within 5 working days.					
<b>Improvement Action</b>					
The service works hard to respond to stage 1 complaints within 5 working days. Where this has not happened contact will have been made with the complainant to explain that a little more time is needed.					