

NORTH LANARKSHIRE COUNCIL

REPORT

To: PLANNING AND ENVIRONMENT COMMITTEE		Subject: PLANNING AND ENVIRONMENT PERFORMANCE
From: DIRECTOR OF PLANNING & ENVIRONMENT		
Date: 1 May 2002	Ref: D/PM/15/14/KMCL	

1. Purpose of the Report

- 1.1 In line with Best Value, Planning and Environment Department performance is being reported quarterly to members of the Planning and Environment Committee. The service performance information in this report is for year 2001/2002 quarter 3, which is 1 October 2001 to 31 December 2001. This report includes reference to: -
 (i) Statutory performance indicators (ii) Service Plan Priority Tasks (iii) Corporate Service Charter (iv) Building Control and Economic Development Unit Action Plans.

2. Background

- 2.1 Under the Local Government Act 1992, statutory performance indicator information is reported annually to the Accounts Commission for Scotland. This information, which is requested for the Department's five services (Building Control, Planning, Transportation, Trading Standards and Environmental Health) is also reported quarterly via the Corporate Management Team to the Service Delivery and Performance Scrutiny Panel. See Appendix A.
- 2.2 As of 1 April 1999, there is a requirement to report Service Plan Priority Tasks. See Appendix C.
- 2.3 As of 1 April 2000, there is a requirement to report the Corporate Service Charter. See Appendix D.
- 2.4 There is a requirement to report Best Value Continuous Improvement Action Plans. Building Control and Economic Development Unit Action Plans are attached. See Appendix E (I) & (ii).

3.0 Sustainability Implications

The service information is recorded and monitored to assist staff to become more effective and efficient. This information supports local agenda 21 activities.

4.0 Recommendations

4.1 That the Planning and Environment Committee note the Content of this report.

A handwritten signature in black ink, appearing to read 'DM Porch', with a stylized, cursive script.

David M Porch
Director of Planning and Environment

For further information, please contact Kathleen McLoughlin on 01236 616228.

North Lanarkshire Council
Department of Planning and Environment
Statutory Performance Indicators

Building Control
2001/2002 - Quarter 3

Indicator A

The average time taken to respond to a request for :-

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
i) a Building Warrant (days)	11.47	11.17	11.23			11.78	19.50
ii) a Completion Certificate (days)	2.44	2.27	2.07			2.38	2.37

Indicator B

The average time taken to issue :-

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
i) a Building Warrant (days)	4.44	4.79	4.64			4.83	5.24
ii) a Completion Certificate (days)	2.40	3.49	3.89			3.18	3.71

Indicator C

Total number of :-

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
Building Warrants	649	568	636			562	n/a
Completion Certificates	466	578	808			576	n/a

issued in one year.

North Lanarkshire Council
Department of Planning and Environment
Statutory Performance Indicators

Planning
2001/2002 - Quarter 3

Indicator One

The percentage of householder applications dealt with within the following times :-

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 00/01
Up to one month (%)	25%	19%	14%			15%	34.0%
One month to Two months (%)	55%	58%	50%			63%	55.0%
Two months to Three months (%)	14%	18%	27%			11%	9.0%
More than three months (%)	6%	4%	9%			11%	2.0%

Indicator Two

The percentage of non-householder applications dealt with within the following times :-

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
a) Up to Two months (%)	45%	43%	47%			49%	62.0%
b) Two months to Three months (%)	24%	26%	32%			27%	23.0%
c) More than Three months (%)	31%	31%	21%			24%	15.0%

Indicator Three

Appeals

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
a) The number of decisions that went to appeal	12	3	7			10	n/a
b) a) as a percentage of all decisions	3.51%	0.88%	1.75%			3.34%	n/a
c) The percentage of a) that were successful	42%	33%	14%			30%	n/a

Indicator Four

Development Plans

The percentage of the population covered by a Local Plan which has been adopted within the last five years.

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
	4%	4%	4%			4%	4%

North Lanarkshire Council
Department of Planning and Environment
Statutory Performance Indicators
Roads and Lighting
2001/2002 - Quarter 3

ROADS**Indicator One**

*% of total revenue exp.

Maintenance expenditure per kilometre across main activities:

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
a) Structural Maintenance(£)	229.36	549.82	418.26			372.55	
b) Routine Maintenance(£)	120.54	284.44	175.25			231.51	
c) Winter Maintenance(£)	977.69	6.80	236.33			155.9	
d) Surveys, inspections(£)	n/a	n/a	n/a			not available	
e) Footways maintenance (urban) (£)	n/a	n/a	n/a			not available	

Indicator Two

Carriageway Surface Treatments:

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
	% of network covered						
a) Surfacing	0.08%	0.08%	0.04%			0.10%	2.00%
b) Surface Dressing	0%	0%	0.00%			0.00%	1.0%
c) Total % covered	0.08%	0.08%	0.04%			0.10%	3.00%

REPAIRS RESPONSE**Indicator Three**

Traffic Light failure: elapsed time from notification until completion of the repair:

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
% of repairs completed within 48 hours	64.03%	50.48%	73.19%			75.45%	95%

Indicator Four

Street Light Failure: elapsed time from notification until completion of the repair:

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
% of repairs completed within 7 days	87.60%	82.10%	76.31%			78%	97%

Indicator Five

	First ¼	Second ¼	Third ¼	Fourth ¼	Final Figure	Q3 00/01	Target 01/02
a) Gross cost of street lighting per lamp	Reported Annually	Reported Annually	Reported Annually	Reported Annually		£48.52	n/a
b) Lighting column replaced as a % of the total number of columns	0.2%	0.089%	0.07%			0.14%	0.20%

North Lanarkshire Council
 Department of Planning and Environment
 Statutory Performance Indicators
Environmental Health
 2001/2002 - Quarter 3

FOOD SAFETY:HYGIENE INSPECTIONS**Indicator One**

The number of establishments in each of the following three categories requiring inspections during the year, and the % of these which were inspected within the prescribed period:

Minimum inspection frequency	Number inspected in the year			% of inspections undertaken within time		
	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02
6 Months	78	107	n/a	98.72%	98.13%	85%
12 Months	133	165	n/a	96.99%	96.97%	85%
More than 12 Months	221	168	n/a	92.31%	95.24%	85%

WORKPLACE SAFETY INSPECTIONS**Indicator Two**

Risk categorisation

	3rd Quarter	Q3 00/01	Target 01/02
a) the % of premises which have been brought within an inspection rating system	100%	n/a	100%

Indicator Two (B)

Inspection programme: The level of achievement against the local inspection targets, expressed in the following form:

Target Inspecton Frequency	Number of premises in this category			Number to be inspected			% actually carried out within time		
	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02
12 Months	153	n/a	n/a	15	n/a	n/a	100.00%	n/a	86%
24 Months	592	n/a	n/a	19	n/a	n/a	94.74%	n/a	86%
36 Months	801	n/a	n/a	15	n/a	n/a	93.33%	n/a	86%
48 Months	344	n/a	n/a	2	n/a	n/a	100.00%	n/a	n/a
60 Months	228	n/a	n/a	0	n/a	n/a	0.00%	n/a	n/a
Non Routine	82	n/a	n/a	0	n/a	n/a	0.00%	n/a	n/a

Yr 2001/2002

Produced by Quality Performance Team - Fleming House

ENVIRONMENTAL PROTECTION: NOISE COMPLAINTS

Indicator Three (A)

The total number of complaints received which were the Council's responsibility for advice or investigation.

3rd Quarter	Q3 00/01	Target 01/02
82	80	n/a

Indicator Three (B)

The number of complaints

- (i) completed at initial enquiry stage
- (ii) the number which required further investigation

3rd Quarter	Q3 00/01	Target 01/02
18	36	n/a
64	44	n/a

Indicator Three (C)

The % of responses at:

- (i) which were provided in 1 day (calendar) of receipt of the complaint
- (ii) which were provided in 3 days (calendar) of receipt of the complaint

3rd Quarter	Q3 00/01	Target 01/02
100.00%	83.33%	
100.00%	77.27%	96%

PEST CONTROL

Indicator Four

Pest Control Time

High Priority
Low Priority

Council's target response time			% of responses within the specified time		
3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02
2 days	2 days	2 days	98.07%	78.32%	87%
5 days	5 days	5 days	96.29%	88.18%	88%

North Lanarkshire Council
Department of Planning and Environment
Statutory Performance Indicators

Trading Standards
2001/2002 - Quarter 3

ENQUIRIES, COMPLAINTS AND ADVICE

Indicator One

Percentage of enquiries, complaints and advice requests completed in the following time bands:

Quarter 3

	Same Day			2-14 days			15-30 days			over 30 days		
	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02
Consumer Enquiries	100.00%	99.87%	98.5%	0.00%	0.09%	0.10%	0.00%	0.02%	0.50%	0.00%	0.01%	0.00%
Consumer Complaints	37.38%	26.78%	40.0%	21.66%	25.82%	20.00%	17.93%	24.55%	20.00%	22.76%	22.85%	20.00%
Business Advice Requests	16.67%	59.32%	35.00%	20.83%	33.90%	60.00%	0.00%	1.69%	2.50%	62.50%	5.08%	2.50%

INSPECTION OF TRADING PREMISES

Indicator Two

Premises liable to inspection: target and actual coverage:

Quarter 3

Level of Risk	Locally determined target inspection frequency			Number of premises in this category			Target total number of visits			% of target actually achieved		
	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02	3rd Quarter	Q3 00/01	Target 01/02
High	12 mths	12 mths	12 mths	285	524	n/a	62	152	n/a	53.23%	68.01%	100.0%
Medium	48 mths	48 mths	48 mths	790	777	n/a	49	93	n/a	55.10%	88.17%	100.0%
Low	240 mths	240 mths	240 mths	215	2145	n/a	0	272	n/a	0.00%	51.32%	100.0%

Yr 2001/02

Produced by the Quality Performance Team - Fleming House

**SERVICE PLAN MONITORING
PLANNING AND ENVIRONMENT DEPARTMENT
Priority Tasks 2001/02
Quarter 3
1 October'01 – 31 December'01**

1. To introduce new, or adapt existing organisational and operational systems following the internal review

The target of 2002 for new systems operational remains. The implementation process of the new structure is ongoing, however it is hoped that progress on accommodation issues will start to allow some new processes to be implemented. Meantime, Finance will be centralised the first week in January.

2. To adapt internal organisational and operational systems to meet Best Value requirements

Best Value is under review by the Corporate Services Working Group. No specific obligations have emerged.

3. To adapt internal organisational and operational procedures to meet the 'Modernising Government' agenda

Staff Training – Corporate Training and Development Review Forms issued by Personnel Services. A meeting has been arranged with the Council's Senior Training Officer and the Departmental Management team in January prior to implementation.

Cost Centres – With the introduction of E-Finance, the establishment of detailed cost centres will be completed and will be used as the departmental financial system for operational and management information. However, the Roads Maintenance Contract (RMC) which is fully operational will be the management tool for this section of the budget. A system for the operation and management of the department's capital programme will be implemented in the near future

EDU MIS System – The finalised Requirement Specification for the Management Information System (MIS) has now been approved by the service management team. IT Services are currently working on development of a "live" system and several members of Policy and Economic Development Service staff have viewed screen tests. It is anticipated that a test version of the new system will be available in April 2002.

Electronic Building Warrants – this is now operational

4. To agree a development and management strategy for town centres in North Lanarkshire with partners

Draft finalised report available 18th January'02 for final consultation or adoption by partners.

5. To establish a strategic framework for economic development activity in North Lanarkshire following recent reviews at national and regional levels

The Lanarkshire Local Economic Forum was launched in April 2001.

An action plan for the Forum was submitted to the Scottish Executive in October. The plan was reported to the Planning & Environment Committee in December 2001.

Progress is being made across a range of business support initiatives. Strategic review linked to LEF has not commenced.

NB. Completion of LEF tasks are influenced externally.

6. To introduce new services or means of service delivery to meet the needs of priority groups

St Catherine's – European funding has been approved for St Catherine's project. A business plan for community business to manage the centre is currently being prepared and a bid for European funding will be made in June 2002 to support this.

A development agreement is in place with the developer. Discussions are ongoing with a number of projects interested in locating in St Catherine's bringing new services to the SIPEuropean.

Winter Maintenance – The review of the Winter Maintenance Service, which formed part of the Transportation Service Best Value review, contained a number of separate elements. These are: -

- a) Service Provision – The proposal was to introduce 2 additional gritting routes. This was implemented in January 2001.
- b) Vehicle and Plant Resources – The proposal was to replace those vehicle and plant resources, which performed poorly because of age or condition. Community Services Department is now implementing an agreed fleet replacement programme. In addition 3 new de-mountable gritting units were purchased in January 2001 to allow extension of the gritting routes
12 Permanently Mounted Gritters are now on order. Decision has been taken to install Global Positioning Equipment on Council gritting fleet to improve the effectiveness of gritting operations.
Global positioning equipment installed on all vehicles and system activated prior to 31/12/2001.
- c) Route Optimisation – The proposal was to carry out optimisation of the existing and proposed routes to ensure that ensure that pre-gritting operations are carried out effectively. This was carried out in November 2000.
- d) Aids to Decision-Making – The proposal was to purchase an ice prediction system, which will allow more accurate forecasting of adverse weather conditions to be carried out. The system was purchased in February 2001. The associated automatic weather stations will be installed over the summer and the system will become operational in the autumn in advance of the winter weather period.
Ice prediction (Icecast) has been installed and will be operational this winter. Activation of the new weather stations has been delayed because of delays in Public Utility apparatus. Anticipated that the weather stations will become operational in November.
Installation works associated with automatic weather stations now complete but industrial action by Scottish Power has delayed switch on. It is anticipated that the weather stations and the Icecast system will become operational in January.
- e) Winter Maintenance Policy and Procedures Document – The proposal was to update the existing document prior to the start of the 2000 winter weather period. The revised document was placed before Committee in October 2000. Annual revision of Winter Maintenance Policy and Procedures Document has been completed and the document will be placed before Planning and Environment Committee on Tuesday 16 October 2001.
- f) Winter Funding - A new funding procedure has been agreed with the Director of Finance and the PPP. A contingency fund will be established in order that sufficient funding is available during an extreme winter. Funding released from mild winters can be carried to the next financial year, thereby reducing the need to undertake roadworks in winter and allow more effective repairs to be undertaken in the summer months. The Planning and Environment Committee have approved the procedure, which will be introduced this financial year."

Fire Protection Advisory Service – meetings have taken place with the Principal Health & Safety Officer to establish the role building control may take. No further progress due to the implementation of the Departmental Review.

Access to Building Audits - No further progress due to the implementation of the Departmental Review.

7. To initiate action in relation to the development of a sustainable environment

Waste Strategy –

Background

SEPA produced the National Waste Strategy: Scotland and this was adopted by the Scottish Executive in 1999. The Strategy provides the framework within which Scotland can reduce waste, deal with waste produced in more sustainable ways and is the means by which waste management planning requirements and targets in European Directives on waste are implemented in Scotland. The Strategy divides the country into eleven waste strategy area groups to produce area waste plans.

Current Situation

The Glasgow & Clyde Valley Waste Strategy Area Group has completed the strategic waste management baseline assessment report and this was reported to the Planning & Environment Committee in March 2001. The Group has produced a Waste Issues Paper and this was reported to the Planning & Environment Committee on 14 November 2001. The Council Leader and the Convenors of the Planning and Environment and Community Services Committees were provided with an update briefing on 23 January 2002. It is expected that the Group

will produce a draft area waste plan in February 2002 which will then be subject to a 3 month consultation. The Council's Corporate Plan indicates that a Waste Management Strategy will be produced by March 2002.

Future Action

An inter-departmental working group has been established to work on development of the Waste Management Strategy for North Lanarkshire. A dedicated project Team of 3 officers will be established during February 2002 in order to deliver the strategy. The strategy will be developed having regard to the Area Waste Plan when it is finalised. It is expected that the strategy will be produced by March 2003. It is necessary to ensure that the Council strategy reflects the finalised Glasgow and Clyde Valley Area Waste Plan.

Air Quality Action Plan – Ongoing monitoring is taking place, future work will depend on the results obtained.

Contaminated Land Strategy – The Inspection Strategy for the Identification of Contaminated Land was produced in October 2001 and is now being implemented. . A GIS based database of information has been developed and used to prioritise which sub areas within North Lanarkshire have the highest potential to be contaminated as defined in the legislation. The next stage is to commence further research into information on these areas to further identify the potential for pollutant likages

8. To implement Food Safety legislation throughout North Lanarkshire and in particular to promote Food Safety Training in catering establishments

A planned programme for the inspection of food premises is ongoing based on nationally agreed risk assessment procedures. Additional visits are also undertaken for the purposes of a re-visit in accordance with relevant provisions of the Council's Food Safety Enforcement Policy. In addition to this, investigations are undertaken regarding food complaints and other food related matters.

In regard to food safety training a joint initiative has been agreed with the Colleges of Further Education within North Lanarkshire whereby the colleges will deliver elementary and intermediate level food safety courses and North Lanarkshire Council is to provide funding to offset or, in some instances, fully fund the costs of these courses for delegates.

It is hoped to commence this initiative towards the end of January 2002 as a pilot scheme, which will be subject to review in due course.

9. To produce Departmental Strategies

Local Transport Strategy – The proposal was to produce a Transport Strategy for North Lanarkshire. In order to obtain the views of the local people and organisations, a series of participation and discussion initiatives were carried out during June to October 2000. The consultation process included a Transport Strategy Questionnaire and Staff Travel Plan Survey carried out by this Department, a Household Survey carried out by the Chief Executive's Department, Strategic Workshops involving neighbouring councils, the Scottish Executive and other transport related organisations. In addition cognisance was taken of National, Regional and Council strategies which impacted upon the provision of the Transportation Service. Data from the foregoing sources was collected and analysed to identify the main themes to be addressed in the strategy document. The relevant issues and objectives were identified and an indicative implementation programme developed to accord with the corporate objectives of the Council and the needs of the various road users. This culminated in the production of the strategy document, which was approved by Committee on 8 November 2000 and published in April 2001.

NLC Strategic Development Framework – completed and launched.

Houses of Multiple Application Licenses – Procedures for the licensing of houses in multiple occupation have been developed, and are being finalised. The consultation and inspection arrangements have been agreed with partner departments and agencies. The first batch of 20 application packs have been issued, and 3 applications were received prior to 311201.

10. To monitor and review the progress of the PPP agreement for the Roads Maintenance Contract Works Progress

Forums have been established to allow all PPP and Council staff to identify improvements to the service. As a result working groups have identified improvements to communication, programming of work and sign erection. The PPP forum steering group have now approved the actions to take back to the working groups.

Financial IT systems are now operating and the Council are receiving quarterly volume discount rebates and are receiving income from plant utilisation on dayworks and external contracts.

A fatal accident on a resurfacing site highlighted the need for urgent improvement to safety procedures. A new public utility permit to dig system, "SHARC", and method statements have been introduced. Development of the CDM Safety Plan is underway. An agreement on the public utility information to be given out with works instructions is being agreed. Amey and client staff have attended joint CDM training and been inducted in the SHARK system. This process has resulted in an unavoidable backlog of routine and resurfacing work, which is gradually being addressed. Work progress is continuing to be closely monitored.

The PPP and the Council have agreed the first phase of vehicle and plant renewal which will see half of the winter fleet being replaced with new permanent mounted gritters incorporating on board weighing. The replacement vehicles are expected to be available in the spring of 2002. Global Positioning has been installed in the existing fleet. Discussions now underway to specify the vehicle replacement requirements for the 2002/03 financial year.

A lighting search and repair team has been established in order to proactively repair dark lamps and bollards. A proactive routine lighting maintenance regime has also been introduced, in order to reduce the number of lamp failures. The regime will operate on a three-yearly cycle.

The street lighting refurbishment and resurfacing programmes have been extended into the spring due to the aforementioned safety initiatives.

NORTH LANARKSHIRE COUNCIL
QUARTERLY PERFORMANCE MONITORING: SERVICE STANDARDS – QUARTER 3, 1 OCTOBER'01 – 31 DECEMBER'01
DEPARTMENT: PLANNING & ENVIRONMENT

STANDARD	MONITORING/ REPORTING METHOD	PERFORMANCE INDICATOR	TARGET	PERFORMANCE
Delivering Services				
<ul style="list-style-type: none"> We will set high standards for all the services we provide. 	Monitor comments & complaints received	Overall number of Stage 2 complaints		NIL stage 2 complaints received
<ul style="list-style-type: none"> We will let you know what these standards are and how we are doing at meeting them. 	Report performance quarterly & annually to C'exec Display annual performance at receptions (P & E)		To produce Service Charter leaflet next financial year	
<ul style="list-style-type: none"> We will deliver all our services in a friendly, responsive and reliable manner and promise to: <ul style="list-style-type: none"> – explain clearly the services we provide; – treat you with courtesy and respect; – deal with your requests, enquiries and concerns promptly; – provide you with accurate and relevant information and advice; – offer assistance with any forms we ask you to complete; – treat any information you give us in the strictest confidence and respect your right to privacy at all times; and – welcome your views on our services. 	Comments & Complaints	No of Stage 2 Complaints received		NIL stage 2 complaints received
<ul style="list-style-type: none"> If you have a complaint or comment to make about any Council service, please let us know. We will respond promptly, telling you what action we are taking. 	Complaints System	No of stage 2 complaints received		NIL stage 2 complaints received
Writing to the Council				
<ul style="list-style-type: none"> If you write to the Council, we will reply within 14 days, either: <ul style="list-style-type: none"> – providing you with a full response; or – where this is not possible, informing you of the steps we are taking to provide you with a more detailed response. 	Incoming mail log	No of response % within 14 calendar days	90%	44% of mail met the service charter (this figure excludes Protective Services)

STANDARD	MONITORING/ REPORTING METHOD	PERFORMANCE INDICATOR	TARGET	PERFORMANCE
<ul style="list-style-type: none"> In all our written correspondence we will use language that is easy to understand and will include a contact name and telephone number. 	Complaints System	No of stage 2 complaints		All written correspondence includes contact name & telephone number as standard NIL stage 2 complaints received
Calling the Council				
<ul style="list-style-type: none"> When you telephone us we will: <ul style="list-style-type: none"> answer your call promptly (normally within 8 rings), giving a name so that you know who you are talking to; and make sure that you can speak to someone who can help you as quickly as possible. 	Complaints & Comments	No of stage 2 complaints		An instruction has been given to all staff to answer calls promptly, giving their name & section, and to deal with all telephone queries as quickly and efficiently as possible. NIL stage 2 complaints received
Visiting the Council				
<ul style="list-style-type: none"> We will display opening times at the entrance to all Council offices and facilities (where there are standard opening hours) 	N/A			
<ul style="list-style-type: none"> We will tell you if these times are to change by: <ul style="list-style-type: none"> Displaying a notice at the building at least 3 weeks in advance; or placing an advertisement in a local newspaper 1 week in advance. 	N/A			
<ul style="list-style-type: none"> Schools will inform parents of opening times and changes by letter, newsletter or the school handbook. 	N/A			
<ul style="list-style-type: none"> We aim to make all our buildings accessible to everyone. If you have special needs we will do everything we can to meet these. (If possible, please let us know before your visit to help us to help you – see contact details at the back of this booklet). 	Complaints & Comments	No of Stage 2 complaints		NIL stage 2 complaints received
<ul style="list-style-type: none"> When you visit our offices, we aim to keep you waiting no longer than 10 minutes and we will often be able to see you more quickly than this. 	Complaints & Comments	No of Stage 2 complaints		NIL stage 2 complaints received
<ul style="list-style-type: none"> We will ensure that all our buildings are clean and meet both Health & Safety and Public Health requirements. 	Complaints & Comments	No of Stage 2 complaints		NIL stage 2 complaints received

STANDARD	MONITORING/ REPORTING METHOD	PERFORMANCE INDICATOR	TARGET	PERFORMANCE
When We Visit You				
<ul style="list-style-type: none"> When we visit you at home, we will present identification, which you will be able to inspect before allowing us into your home. 	Complaints & Comments	No of stage 2 complaints		All staff are issued with photographic ID badges NIL stage 2 complaints received
<ul style="list-style-type: none"> All Council staff will drive in a safe and responsible manner treating other road users and pedestrians with courtesy and respect at all times. 	Complaints & Comments	No of stage 2 complaints		NIL stage 2 complaints received
Equal Opportunities				
<ul style="list-style-type: none"> We will: <ul style="list-style-type: none"> provide services of a high quality which meet the needs of the local community; consult regularly with different groups and communities to find out if services are appropriate and accessible; treat all members of the public fairly, without discrimination; treat all complaints seriously and develop a clear and accessible complaints procedure; regularly review and improve services to ensure that they meet equality standards; share good practice and distribute information amongst those we work in partnership with to help eliminate discrimination; ensure that the Council's policy on equality is understood by organisations, groups and those seeking contracts; and encourage all organisations funded by the Council to develop an equal opportunities policy. 	Complaints & Comments	No of stage 2 complaints		NIL stage 2 complaints received

Appendix E('I)

Service Review Building Control (Yr 2) Departement Planning & Environment

Actions	Completed		31 December'01	Comments/Targets for Completion
	Yes	No		
1. Implement Department Structure Review		No	In Progress	
2. Implement and Develop Performance Plan	Yes		In Progress	Objectives and targets now being monitored using CAPS Uni-form System
3. Establish User Panel	Yes			Delayed pending Departmental Review
4. Develop a level of site inspection service		No	In Progress	Site inspections now being monitored using CAPS Uni-form System - first quarte results incomplete software programme being prepared
5. Commence investigation and Chartermark Application		No	In Progress	Delayed pending Departmental Review
6. Introduce Management/Staff Focus Group		No	In Progress	Further discussions taking place following staff feedback
7. Introduce planned CPD	Yes			progress now delayed due to the implementation of the new structure.

Quarter 3 (October– December 2001) Improvement Plan Monitoring 2001: Policy and Economic Development Service Improvement Actions

IMPROVEMENT ACTION	MEASURE	TARGET	PROGRESS REPORT
1. Strategic review of business development activity.	Increased penetration of SMEs being assisted Reduced duplication of service delivery Increased customer satisfaction Reduction in costs to all funding partners of the new service.	To provide an integrated Business Support Organisation delivering services across North Lanarkshire in line with strategic targets to be set by the Lanarkshire Economic Forum.	The Lanarkshire Economic Forum action plan was submitted to the Scottish Executive at the end of October. This action plan incorporates recommendations on restructuring the mechanism for business development services.
2. Implementation of the Departmental Management Review	Improved levels of staff and customer satisfaction. Reduction in staff turnover, absence levels, etc. More efficient use of resources.	Increased resources Increased responsibilities targeted at service priorities	78% of posts in the new structure have now been filled.
3. Staff Training	Improved levels of staff satisfaction. Improved customer service. Increased level of electronic communication and service delivery.	Improved levels of customer satisfaction Improved levels of staff satisfaction.	10 departmental employees attended the first module of a "Project Management" course run by independent facilitators. The second module is scheduled for January 2002. Support Services have submitted proposals to create a departmental training database by 1 April 2002.
4. The development and implementation of a Management Information System (MIS)	Provision of up-to-date, comprehensive and accurate data daily on a range of the Unit's activities.	To reduce duplication To make more effective use of staff time and therefore improve service performance. To provide up-to-date and accurate data daily. To provide accurate financial information to enable the full costing of all service delivery and activities.	The specification for the MIS has been finalised and IT Services are working on development of the system -- some screen tests have been demonstrated to staff.

<p>5. Implementation of Performance Monitoring Framework</p>	<p>Production of monthly performance reports, provide quantitative and qualitative trend analysis reports, etc. Publication to stakeholders of annual headline performance indicators and targets.</p>	<p>Provide the service with over 100 performance indicators Agree headline indicators for public reporting</p>	<p>Development work has continued on the performance monitoring framework. Service performance indicators have been agreed for new services and targets will be developed for all PIs by February 2002. A Performance Report Card for 2000-01 was produced and distributed to approximately 4,000 businesses in North Lanarkshire through an insert in Business Focus. Staff satisfaction PIs are under discussion and will be introduced in March 2002. Customer tracking questionnaires have also been devised, these will be used to monitor the impact of services on clients, with questionnaires being sent to clients six months after they have exited programmes. The info from these questionnaires will feed directly into Annual Impact Indicators.</p>
<p>6. Develop and implement a tracking system to monitor customer satisfaction.</p>	<p>Production of monthly /quarterly reports on customer satisfaction. High response rates. Up-to-date and accurate customer information to be included in service planning documentation.</p>	<p>Provide the service with a measurement of customer satisfaction, which will be used to influence service improvements, specifications, project design and delivery.</p>	<p>A system for tracking customer satisfaction has been designed and will be implemented in the new year. This system will be implemented using the current Client Management System, and will be integrated into the MIS by March 2002.</p>
<p>7. To prepare and implement a timetable of annual strategic planning and reviews.</p>	<p>Improved awareness among staff of priorities and key tasks. Improved performance in the implementation of the service's aims and objectives that will be measured through the new PMF as outlined above.</p>	<p>To provide the service with a consistent set of priorities and key tasks. To provide a more effective service planning process.</p>	<p>The revised Forward Plan 2001/2002 was published in March 2001. A 3-Year Service Plan was produced in November 2001 which included an action plan based on the 7 corporate themes. The Service Plan links actions with those tasks outlined in the Forward Plan.</p>
<p>8. Develop a standardised Unit wide approach to the development of team and individual workplans; staff meetings, communication; etc.</p>	<p>Improved levels of staff satisfaction, improved staff morale, etc. Increased awareness of staff on issues relating to best practice.</p>	<p>Team/diary meetings on a weekly basis 6 weekly staff/line manager meetings Workplans and training plans for</p>	<p>This target has been achieved. However training and work plans will now need updated when the new structure is fully in place. A staff conference involving the whole department is scheduled to be held in March 2002.</p>

	Volume and quality of project development plans generated.	all staff.	
9. To prepare and implement a programme of customer consultation	Increased take up of Unit's services, programmes etc. Improved customer satisfaction. Increased e-business between Unit and customers.	To provide the Unit with meaningful feedback on the services it provides to customers. To enable the Unit to more effectively target its services to meet customer demand and expectations.	<p>The Policy & Economic Development Service contributed £5000 to Lanarkshire Economic Forum Partnership for focus group work with local businesses. The outcome of this consultation will be fed into the Strategic Review of Business Development activity (improvement action 1).</p> <p>A customer consultation plan has now been formulated, this involves a rolling programme of customer satisfaction questionnaires, and the use of focus groups on an annual basis. The customer satisfaction questionnaire has been designed and is due to be launched in January 2002.</p> <p>Meanwhile, as part of the review of services, a questionnaire was sent out to all customers of the graphic design service within the Policy and Economic Development Service to ascertain their opinions of the quality and accessibility of the service.</p> <p>A separate questionnaire was sent to users and potential users of the marketing service to find out their needs for the future. The Service will produce a Marketing specification for each customer.</p>
10. To develop and produce an annual performance monitoring publication.	Feedback from stakeholders will be monitored.	A mechanism for reporting performance directly to our stakeholders in a clear and concise manner.	As mentioned in action point 5, a Performance Report Card has been published and distributed to service users and stakeholders in December 2001. This publication will be updated annually.
11. To continue to review services in line with continuous improvements taking cognisance of the findings of the PMP2 Audit.	More meaningful benchmarking. Higher customer and staff satisfaction.	To provide accurate information about cost of service provision to aid benchmarking and option appraisals in line with continuous improvement.	<p>EDU is a member of the Corporate Best Value Working Group, which helped to shape the direction of the cross cutting reviews.</p> <p>EDU provide valuable input into the cross cutting review process e.g. the Policy and Economic Development Service has provided staff cost information on graphic design to Corporate Communications who are leading a cross cutting review of Corporate Communications and Public Relations.</p>

			The Service is represented on the Council wide Lifelong Learning working group, which is currently being subjected to a cross cutting review.
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