










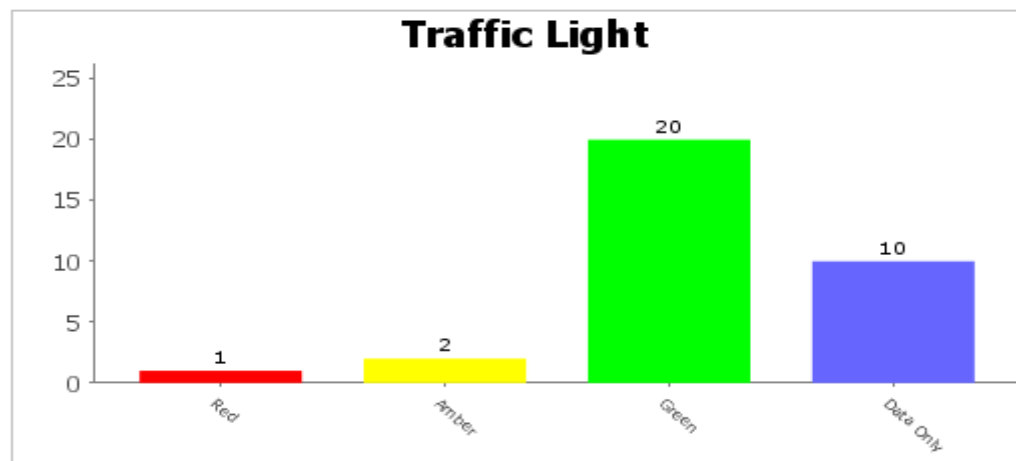


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PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

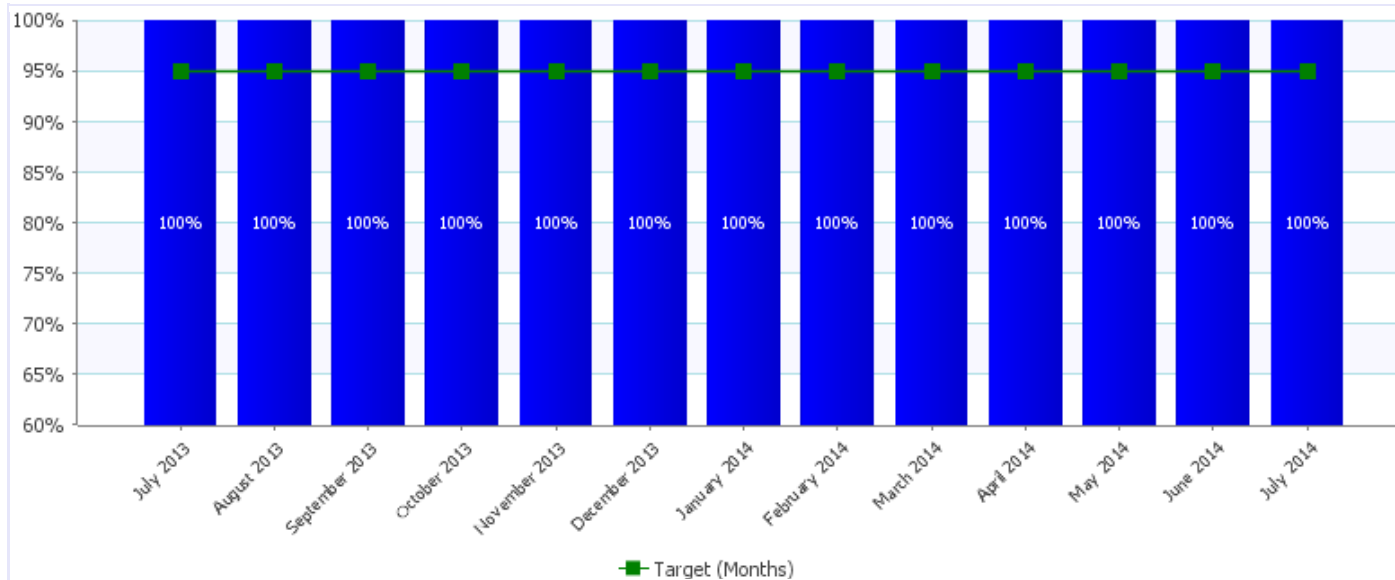



Red Indicator on page: 12
Amber Indicators on pages: 20 & 49

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PI Code & Short Name	BS015_9b.1c Percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards.	PI Owner	zBS_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the percentage of building warrant applications which receive a full check for technical compliance with the building regulations and the results of this check being sent to the applicant or their agent within 20 days from an application being received.</p> <p>This indicator forms part of the process whereby an applicant gains building warrant approval. The approval of building warrants to allow building work to progress on site is one of the key regulatory activities of building standards. This indicator is based on data collected at the end of a calendar month.</p> <p>This indicator originally had a target set at 80% as this was the target for this activity under a former national Accounts Commission indicator which had been dropped as a result of the introduction of a new building standards system to Scotland in May 2005.</p>	Data Collection Officer	Chris Rae
	<p>In October 2012 the Scottish Government in conjunction with Local Authority Building Standards Scotland agreed a Performance Framework for all Scottish building standards verifiers which included the percentage of building warrant applications which receive a full check for technical compliance with the building regulations and the results of this check being sent to the applicant or their agent within 20 days from an application being received. This framework introduced three periods for assessment. The first being within 20 days of receipt and this is the expected target for the majority of applications. A backstop target of between 21 and 35 days was also introduced to account for more technically complex applications, and finally the option of agreeing up front with a customer via a customer agreement the actual date that an assessment would be carried out for a specific application. If an application did not have a technical assessment carried out within these periods the applicant had the right to approach the Scottish Government and request that another verifier deal with the application.</p> <p>As a result of the introduction of this national performance framework building standards reviewed and amended their processes and reporting mechanisms to resource the initial technical assessment of building warrants to ensure that they were carried out within the required timescales. Initially the target was left at 80% however it became apparent that the revised procedures and monitoring arrangements were ensuring that the target was met so a further review of the target was carried out in March 2013 with the target being raised to 95% from financial year 2013/14.</p>		
Linked PIs		Gauge Format Type	Aim to Maximise

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Last Update	July 2014
Traffic Light Icon	
Current Value	100%
Current Target	95%
Notes on Latest Data Entry	

Trend Chart Commentary:

In 2013/14 the target for this indicator was raised to 95% as prior to this the trend chart showed a level of performance with the service exceeding the former target of 80% which had been set in April 2005.

Although performance has been constantly above target for the year, an increase in the number and complexity of applications being received as a result of economic recovery will make achieving a 100% performance more challenging in the year ahead. Consequently the 95% target will be maintained for 2014/15.

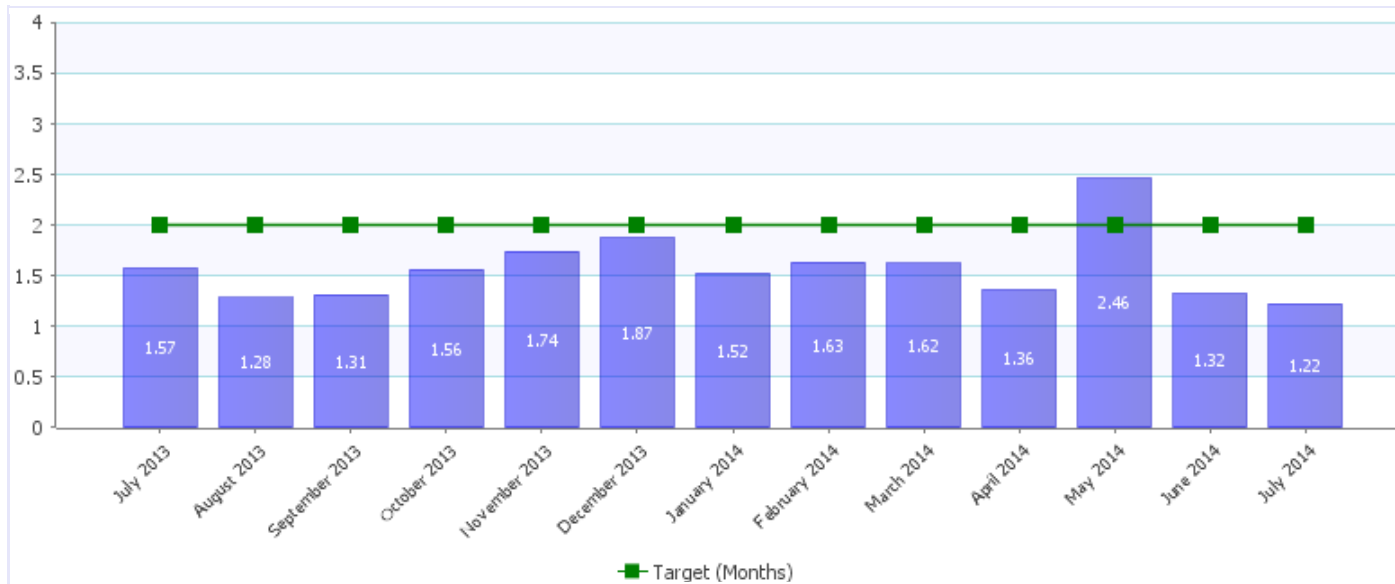
For information the number of applications having a full check for technical compliance carried out in each month was:

July 2014 (141)
 June 2014 (107),
 May 2014 (143),
 April 2014 (106),
 March 2014 (114),
 February 2014 (113),
 January 2014 (106),
 December 2013 (94),
 November 2013 (99),
 October 2013 (112) ,
 September 2013 (104),
 August 2013 (122)and
 July 2013 (113).

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PI Code & Short Name	BS017_9a Average number of working days to respond to a request for completion certificate.	PI Owner	zBS_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the average number of working days for building standards to respond to completion certificate submissions. This is the average number of working days from receipt of a completion certificate submission to building standards visiting the premises or contacting the applicant to notify them that a specific appointment needs to be arranged. The acceptance of completion certificates after building works have been completed on site is one of the key regulatory activities of building standards.</p> <p>Under statute all completion certificate submissions must be either accepted or refused by building standards within 10 days of receipt. As a consequence building standards have to visit properties as early as possible to ensure that (1) if changes are needed then applicants have as much time as possible to carry these out, and (2) that both building standards and support services have the maximum time possible to complete the required administrative work irrespective of whether a completion certificate is accepted or refused.</p> <p>This indicator is calculated from the total number of days for all completion responses responded to divided by the total number of completion submissions received in a month. As a result this figure varies frequently over a range of just over half a day. This variation also depends on the number of completion submissions, whether they are for a site or an individual property and the number of staff available at any time.</p> <p>To accommodate this an original target was set at 3 days. However as this was being consistently met the target was reviewed and reduced from three days to two days for 2013/14, with levels monitored throughout the year.</p> <p>This indicator is based on data collected at the end of a calendar month.</p>	Data Collection Officer	Chris Rae
Linked PIs		Gauge Format Type	Aim to Minimise

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Last Update	July 2014
Traffic Light Icon	
Current Value	1.22
Current Target	2
Notes on Latest Data Entry	

Trend Chart Commentary:

The main increase in the average time shown on the chart for November and December 2013 was as a result of a reduction in available staff at that time as a result of sickness absence and redirection of staff resources to other priority tasks. However, activities were monitored to ensure that performance remained within target and since then performance has recovered to similar levels to that achieved for much of the year with the exception of May 2014.

In May 2014 there were 206 submissions processed. Many of these were for multi plot developments submitted on the same day. As responding to these had to be spread over a number of days due to the numbers received this had the effect of increasing the overall average response time.

Although performance has been, with the exception of May 2014, better than target an increase in the number and complexity of applications being received as a result of economic recovery will make achieving the performance target more challenging in the year ahead.

This can be seen in the average response time for May 2014 when 206 applications were processed, compared to 155 applications in April 2014.

Consequently the target will be maintained at 2 days for 2014/15.

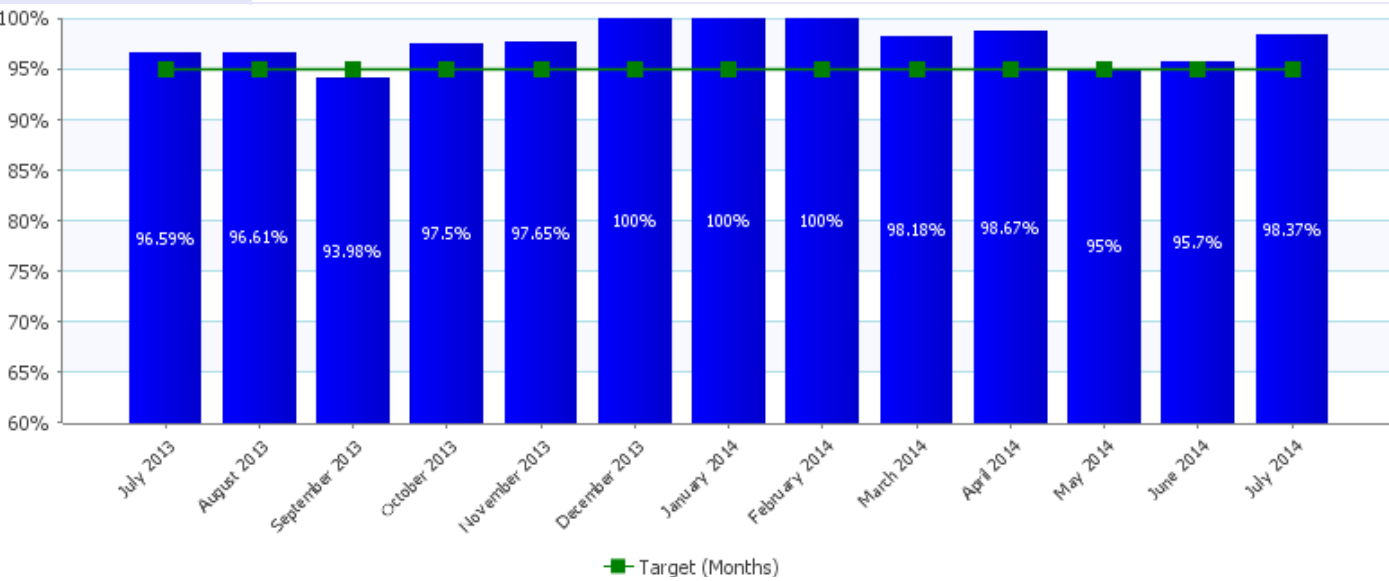

For information the number of completion submissions responded to in each month was:

July 2014 (123),
 June 2014 (151),
 May 2014 (209),
 April 2014 (156),

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March 2014 (105), February 2014 (110), January 2014 (55), December 2013 (95), November 2013 (126), October 2013 (136), September 2013 (121), August 2013 (173)and July 2013 (115).		
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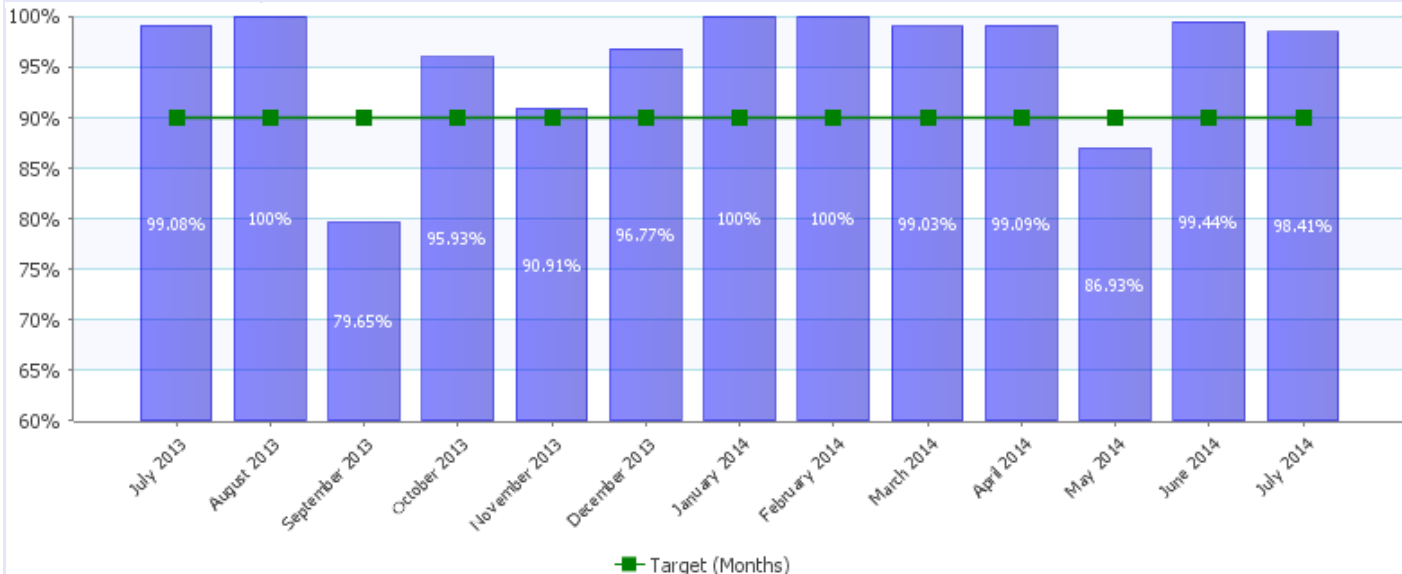

PI Code & Short Name	P:BS019_6b Percentage of building warrants issued or refused, up to and including the eighth working day of receiving information.	PI Owner	zBS_PIAAdmin; Jim McGinley																																										
Description	This performance indicator measures the percentage of building warrants issued or refused, up to and including the eighth working day, from receipt of all necessary information from the applicant or their agent. The applicant or agent will previously have been advised of the information or amendments required. The approval of building warrants to allow building work to progress on site is one of the key regulatory activities of building standards. This indicator is based on data collected at the end of a calendar month.	Data Collection Officer	Chris Rae																																										
Linked PIs	 <table><caption>Monthly Performance Data</caption><thead><tr><th>Month</th><th>Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>July 2013</td><td>96.59%</td><td>95%</td></tr><tr><td>August 2013</td><td>96.61%</td><td>95%</td></tr><tr><td>September 2013</td><td>93.98%</td><td>95%</td></tr><tr><td>October 2013</td><td>97.5%</td><td>95%</td></tr><tr><td>November 2013</td><td>97.65%</td><td>95%</td></tr><tr><td>December 2013</td><td>100%</td><td>95%</td></tr><tr><td>January 2014</td><td>100%</td><td>95%</td></tr><tr><td>February 2014</td><td>100%</td><td>95%</td></tr><tr><td>March 2014</td><td>98.18%</td><td>95%</td></tr><tr><td>April 2014</td><td>98.67%</td><td>95%</td></tr><tr><td>May 2014</td><td>95%</td><td>95%</td></tr><tr><td>June 2014</td><td>95.7%</td><td>95%</td></tr><tr><td>July 2014</td><td>98.37%</td><td>95%</td></tr></tbody></table>	Month	Performance (%)	Target (%)	July 2013	96.59%	95%	August 2013	96.61%	95%	September 2013	93.98%	95%	October 2013	97.5%	95%	November 2013	97.65%	95%	December 2013	100%	95%	January 2014	100%	95%	February 2014	100%	95%	March 2014	98.18%	95%	April 2014	98.67%	95%	May 2014	95%	95%	June 2014	95.7%	95%	July 2014	98.37%	95%	Gauge Format Type	Aim to Maximise
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July 2014	98.37%	95%																																											
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		Traffic Light Icon																																											
		Current Value	98.37%																																										
		Current Target	95%																																										
<p><u>Trend Chart Commentary:</u></p> <p>At the start of financial year 2013/14 the target was reviewed and increased to 95% to reflect the actual performance of the service as the service had prior to this date exceeded the original 80% target.</p> <p>The trend chart shows small monthly fluctuations in performance. These are as a result of staff prioritising time to other indicators for the service. The main dip occurred in September 2013 due to the service relocating to Lomond House Livingston.</p> <p>Although performance has exceed the target in all but two months of the year, an increase in the number and complexity of applications being received as a result of economic recovery will make achieving this level of performance more challenging in the coming year. Consequently, the target for 2014 /15 will be maintained at 95%.</p>		<p>Notes on Latest Data Entry</p>																																											

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For information, the number of applications determined each month were as follows:

July 2014 (123),
June 2014 (93),
May 2014 (100),
April 2014 (75),
March 2014 (110),
February 2014 (102),
January 2014 (64),
December 2013 (73),
November 2013 (85),
October 2013 (80) ,
September 2013 (83),
August 2013 (118) and
July 2013 (88).

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PI Code & Short Name	BS021_9b Percentage completion certificates accepted by building standards within 3 days of a satisfactory final inspection being carried out.	PI Owner	zBS_PIAAdmin; Jim McGinley																												
Description	This performance indicator measures the percentage of completion certificates submitted by applicants to building standards, after the completion of building works on site, which are then accepted by building standards within 3 working days. That is 3 working days between the date that building standards verify, by reasonable enquiry, that the completed works on site appear to comply with the approved building warrant and the date that the completion certificate acceptance is posted out to the applicant. The acceptance of completion certificates after building works have been completed on site is one of the key regulatory activities of building standards. All dates are held within the database that building standards use and this indicator is based on data collected at the end of a calendar month.	Data Collection Officer	Chris Rae																												
Linked PIs		Gauge Format Type	Aim to Maximise																												
 <p>Legend: ■ Target (Months)</p> <table><tr><th>Month</th><th>Percentage</th></tr><tr><td>July 2013</td><td>99.08%</td></tr><tr><td>August 2013</td><td>100%</td></tr><tr><td>September 2013</td><td>79.65%</td></tr><tr><td>October 2013</td><td>95.93%</td></tr><tr><td>November 2013</td><td>90.91%</td></tr><tr><td>December 2013</td><td>96.77%</td></tr><tr><td>January 2014</td><td>100%</td></tr><tr><td>February 2014</td><td>100%</td></tr><tr><td>March 2014</td><td>99.03%</td></tr><tr><td>April 2014</td><td>99.09%</td></tr><tr><td>May 2014</td><td>86.93%</td></tr><tr><td>June 2014</td><td>99.44%</td></tr><tr><td>July 2014</td><td>98.41%</td></tr></table>		Month	Percentage	July 2013	99.08%	August 2013	100%	September 2013	79.65%	October 2013	95.93%	November 2013	90.91%	December 2013	96.77%	January 2014	100%	February 2014	100%	March 2014	99.03%	April 2014	99.09%	May 2014	86.93%	June 2014	99.44%	July 2014	98.41%	Last Update	July 2014
		Month	Percentage																												
		July 2013	99.08%																												
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January 2014	100%																														
February 2014	100%																														
March 2014	99.03%																														
April 2014	99.09%																														
May 2014	86.93%																														
June 2014	99.44%																														
July 2014	98.41%																														
		Traffic Light Icon																													
		Current Value	98.41%																												
		Current Target	90%																												
Trend Chart Commentary: In 2013/14 the target was raised to 90% as prior to this the trend showed that the service had maintained a level of performance exceeding the original target of 80% of completion of certificates accepted within three days. In May 2014 due to a high volume of applications for multiplot sites which all had to be processed at the same time a slight delay occurred due to this peak in workload resulting in the percentage approved within 3 days dropping below target. In November 2013 a work reprioritisation issue in support services delayed the acceptance of 10 out of 110 certificates beyond the 3 date target resulting in a performance of 90.91%.		Notes on Latest Data Entry																													

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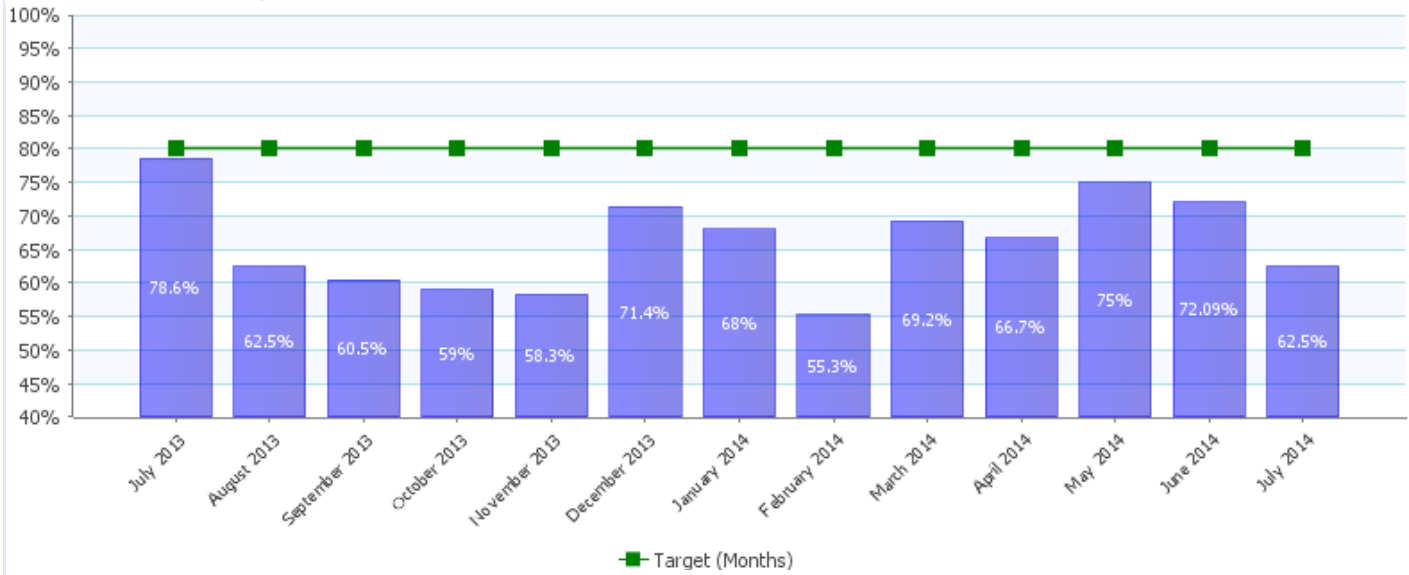

In September 2013, due to the service relocating from County Buildings, Linlithgow to Lomond House, Livingston and the short term disruption which resulted, this 3 day target was missed in 23 out of 113 applications reducing performance to 79.65%.

Although performance has exceed the target in all but three months of the year, an increase in the number and complexity of applications being received as a result of economic recovery will make achieving this level of performance more challenging in the coming year. Consequently, the 90% target will be maintained for 2014/15.

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PI Code & Short Name	P:CRRE007_6a.7 Regeneration & Employability - Percentage of Access2employment customers who rated the overall quality of the service they received as good or excellent .	PI Owner	zAS_PIPublicAdmin; Clare Summers
Description	The overall customer satisfaction levels with the quality of service provided by West Lothian Council's Access2employment Service. The Service supports and improves employment prospects for local residents.	Data Collection Officer	Clare Summers
Linked PIs		Gauge Format Type	Aim to Maximise
<p>Legend: ■ Target (Quarters)</p>		Last Update	Q1 2014/15
		Traffic Light Icon	
		Current Value	95.6%
		Current Target	96%
<u>Trend Chart Commentary:</u> <p>The target for 2013/14 was increased to 95% to reflect the performance in 2012/13. The 2014/15 target was increased again 96% to reflect the performance in 2013/14.</p> <p>Current performance for quarter one of 2014/15 shows 95.6% of respondents rating the quality of Service as good or excellent, this slightly below the new target set for 2104/15. In 2013/14 the service exceeded performance in terms of supporting clients back into work, training or education. The high performance of this indicator, it is believed, is linked to this.</p> <p>This information is based on 50 customers responding to the questionnaire in quarter one.</p>		Notes on Latest Data Entry	

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PI Code & Short Name	DM004_9b.1c The percentage of all major and local planning applications determined within two months of being validated, excluding householder planning applications.	PI Owner	zBS_PIAAdmin; Chris Norman																												
Description	This performance indicator illustrates the percentage of all types of planning applications, except householder applications, which are determined by the council within two months of the application being validated. Householder applications tend to be less technically complex and their exclusion will reduce the overall percentage of applications determined within the 2 month indicator.	Data Collection Officer	Steve McLaren																												
Linked PIs		Gauge Format Type	Aim to Maximise																												
 <table><caption>Monthly Data for PI DM004_9b.1c</caption><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>July 2013</td><td>78.6%</td></tr><tr><td>August 2013</td><td>62.5%</td></tr><tr><td>September 2013</td><td>60.5%</td></tr><tr><td>October 2013</td><td>59%</td></tr><tr><td>November 2013</td><td>58.3%</td></tr><tr><td>December 2013</td><td>71.4%</td></tr><tr><td>January 2014</td><td>68%</td></tr><tr><td>February 2014</td><td>55.3%</td></tr><tr><td>March 2014</td><td>69.2%</td></tr><tr><td>April 2014</td><td>66.7%</td></tr><tr><td>May 2014</td><td>75%</td></tr><tr><td>June 2014</td><td>72.09%</td></tr><tr><td>July 2014</td><td>62.5%</td></tr></tbody></table> <p>■ Target (Months)</p>		Month	Percentage	July 2013	78.6%	August 2013	62.5%	September 2013	60.5%	October 2013	59%	November 2013	58.3%	December 2013	71.4%	January 2014	68%	February 2014	55.3%	March 2014	69.2%	April 2014	66.7%	May 2014	75%	June 2014	72.09%	July 2014	62.5%	Last Update	July 2014
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June 2014	72.09%																														
July 2014	62.5%																														
		Traffic Light Icon																													
		Current Value	62.5%																												
		Current Target	80%																												
<p>This indicator varies significantly from month to month as the complexity of applications being determined will vary from month to month. It should also be noted that the performance indicator is inconsistent with statute which allow four months for the determination of major applications. In 2012/13 the council had the second highest percentage of major applications of all planning authorities and the impact is, therefore, exacerbated. The number of major applications across all planning authorities for 2013/14 is not currently available.</p> <p>In April 2014 the council determined 66.7% of non-householder planning applications within the two month target. All applications which miss the target are scrutinised.</p> <p>From an analysis of applications that missed the two month target in April 2014, the reasons include the technical complexity of the cases being assessed including unlawful activity (3 cases), the position of the applicant concerning the potential withdrawal of the application (2 cases), the submission of revised drawings and amended data being received by the applicant (2 cases). Such factors are outwith the control of the council.</p> <p>The annual trend includes complex applications with a legal agreement, legacy cases, cases where revised plans have been required to overcome</p>		Notes on Latest Data Entry																													

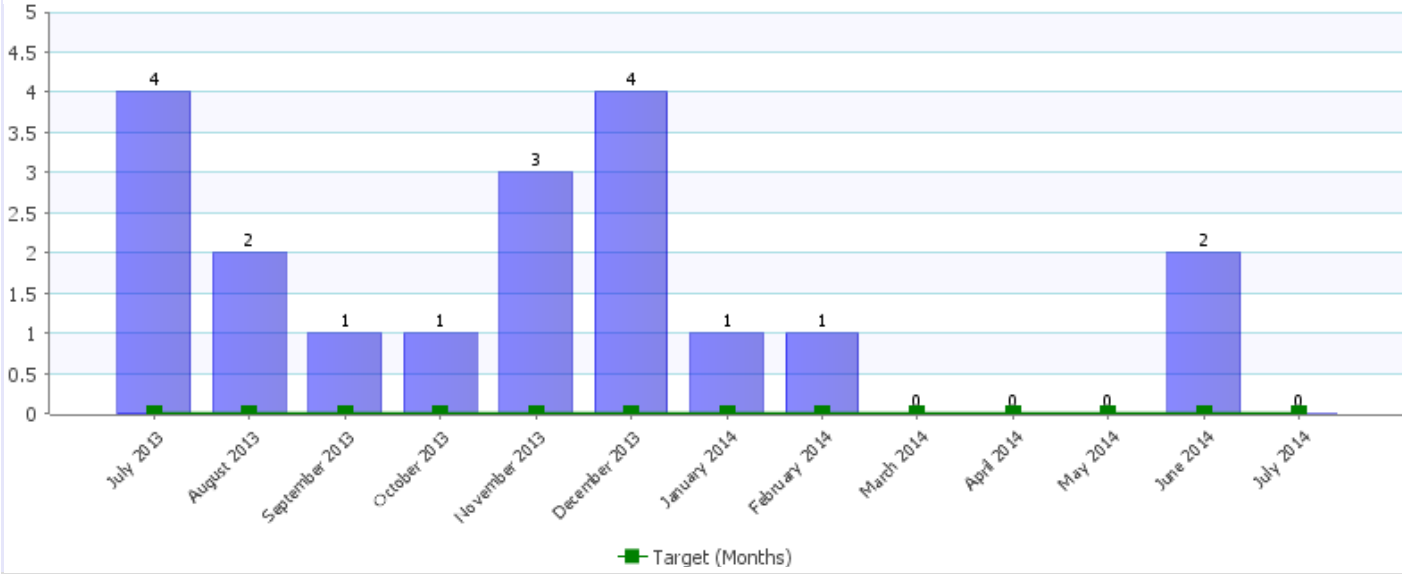

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planning objections and the submission of changes from the applicant. The conclusion of planning obligations and changes to proposals brought about by the applicant contributed to the council's lengthier determination of applications.

Legacy cases are systematically being disposed of which is also impacting on performance. Whilst there is no statutory definition of a 'legacy case' in the period illustrated by the trend chart, nine cases submitted between 2007 and the advent of planning reform in 2009 were determined; a further eleven cases were determined that were submitted more than three years ago. Of these cases, thirteen were due to the delay in achieving a legal agreement; five due to additional information being required from the applicant and two to miscellaneous reasons.

In assessing a planning application an opportunity is afforded to applicants to alter their schemes if such amendments render a proposal acceptable in planning term and thus avoiding the risk of an appeal, despite the effects on overall performance. Such circumstances are beyond the control of the council. Notwithstanding the factors set out above, as this is a measure which was previously a specified performance indicator and is now incorporated as a planning performance indicator set by the Scottish Government, the target will be maintained at the statutory level of 80% for the coming year.

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PI Code & Short Name	DM008_9b.1c The number of planning appeals lodged with Scottish Ministers against a decision of the council to refuse planning permission.	PI Owner	zBS_PIAAdmin; Chris Norman
Description	This performance indicator measures the number of occasions when a decision to refuse planning permission is subject to a statutory appeal to Scottish Ministers. Planning appeals are submitted to Scottish Ministers by applicants who are dissatisfied with the council's decision. Although the decision on the planning application is within the control of the council, it has no control over the number of decisions challenged by applicants. There is a link between the number of appeals and satisfaction with the council's decision.	Data Collection Officer	Steve McLaren
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>Target (Months)</p>		Last Update	July 2014
		Traffic Light Icon	
		Current Value	0
		Current Target	0
<p>Statute provides that where the council or a committee of the council has refused planning permission the aggrieved applicant can appeal the decision to Scottish Ministers within three months of the application being determined.</p> <p>In the period illustrated by the trend chart the council refused 73 planning applications out of the total of 786 applications determined. Applicants have three months to lodge an appeal hence the two appeals in April and May 2013 illustrated on the trend chart relate to applications determined before April 2013. In the trend chart period 19 were subject to an appeal to Scottish Ministers. Of those appeals submitted, two of the applications were refused prior to April 2013. Whether an applicant wishes to appeal to Scottish Ministers is a factor outwith the control of the council.</p> <p>No appeals were submitted in June 2013, March 2014 or April 2014.</p> <p>The smaller number of appeals indicates a greater satisfaction with the council's outcomes. In July 2013 two advertisement appeals, an appeal for</p>		Notes on Latest Data Entry	

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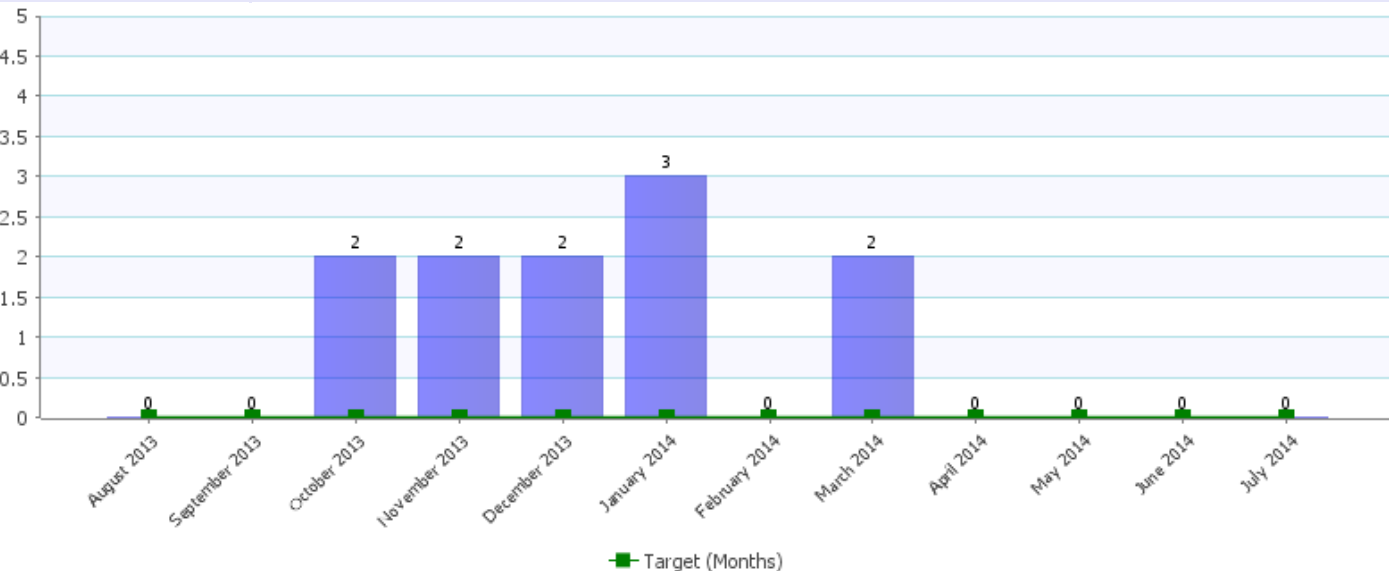

a single house and a major housing development were appealed; in November appeals were for a major housing development, development relating to a town centre public house and against a condition imposed by the development management committee. In December the appeals related to an advertisement, a wind turbine, small scale infill housing and a householder development.

The submission of appeal is out with the control of the council.

Applications refused planning permission by the development management manager under delegated powers can be reviewed by the council's Local Review Body and are not subject to a planning appeal and are thus excluded from these figures. These figures also exclude enforcement notice appeals.

The target is zero, although this is out with the control of the council.

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PI Code & Short Name	DM010_9a.2a The number of planning appeals lodged with Scottish Ministers the outcome of which is in favour of the appellant.	PI Owner	zBS_PIAAdmin; Chris Norman
Description	This performance indicator measures the number of occasions when a decision to refuse planning permission is dismissed on statutory appeal to Scottish Ministers and the council’s decision is overturned, with planning permission being granted. Planning appeals are submitted to Scottish Ministers by applicants who are dissatisfied with the council’s decision and the number of such submissions is out with the control of the council. A smaller number of appeals indicate a greater satisfaction with the council’s outcomes. Where appeals are found in favour of the appellant, the council’s position is altered. The lesser the number of appeals found in favour of the appellant the more the council’s judgement is vindicated. An Acolaid record is updated when an appeal decision is intimated to the council.	Data Collection Officer	Steve McLaren
Linked PIs		Gauge Format Type	Aim to Minimise
		Last Update	July 2014
		Traffic Light Icon	
		Current Value	0
		Current Target	0
<p>An integral part of the development management process is the refusal of planning permission and statute provides that where the council or a committee of the council has refused planning permission the aggrieved applicant can appeal the decision to Scottish Ministers within three months of the application being determined.</p> <p>The determination of a planning application, as a matter of judgement, will invariably mean that a reporter appointed by Scottish Ministers to consider an appeal may take a different view to the council. In May 2013, July 2013, September 2013, February 2014 & April 2014 there were no appeal decisions made by a reporter.</p> <p>Looking at the most recent months, in March 2014 two appeals were found in favour of the appellant; in both cases the reporter’s judgement on</p>		Notes on Latest Data Entry	

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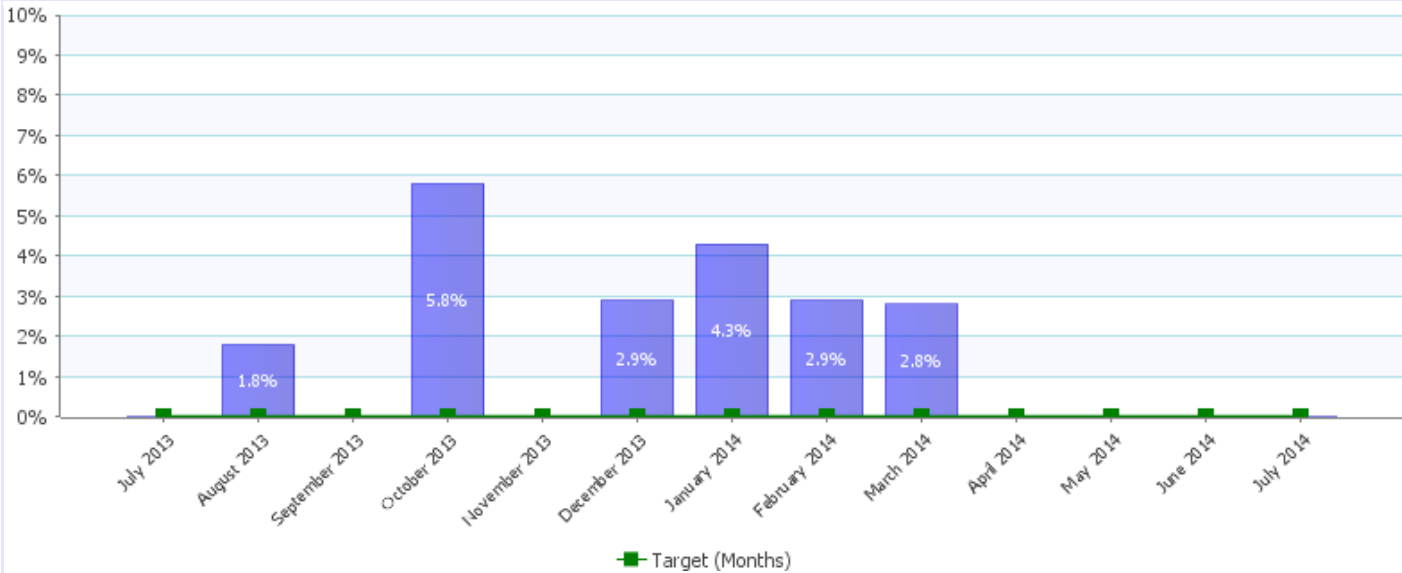

the impact of a wind turbine and the siting of a house differed to that of the council; in January 2014 the reporter took an opposing view on the hours of operation of a health facility and the appearance of windows on a dwelling house and a commercial town centre use; in December 2013 the 2 successful appeals relate to conditions and wind turbines, the reporter again taking a different judgment on policy interpretation.

The trend chart shows that in the last twelve months, twelve appeal decisions determined by a reporter appointed by the Scottish Government were in favour of the appellant; two of these decisions relate to applications refused by the council prior to the period illustrated in the trend chart. Five appeal decisions were in favour of the council and are not included in this chart.

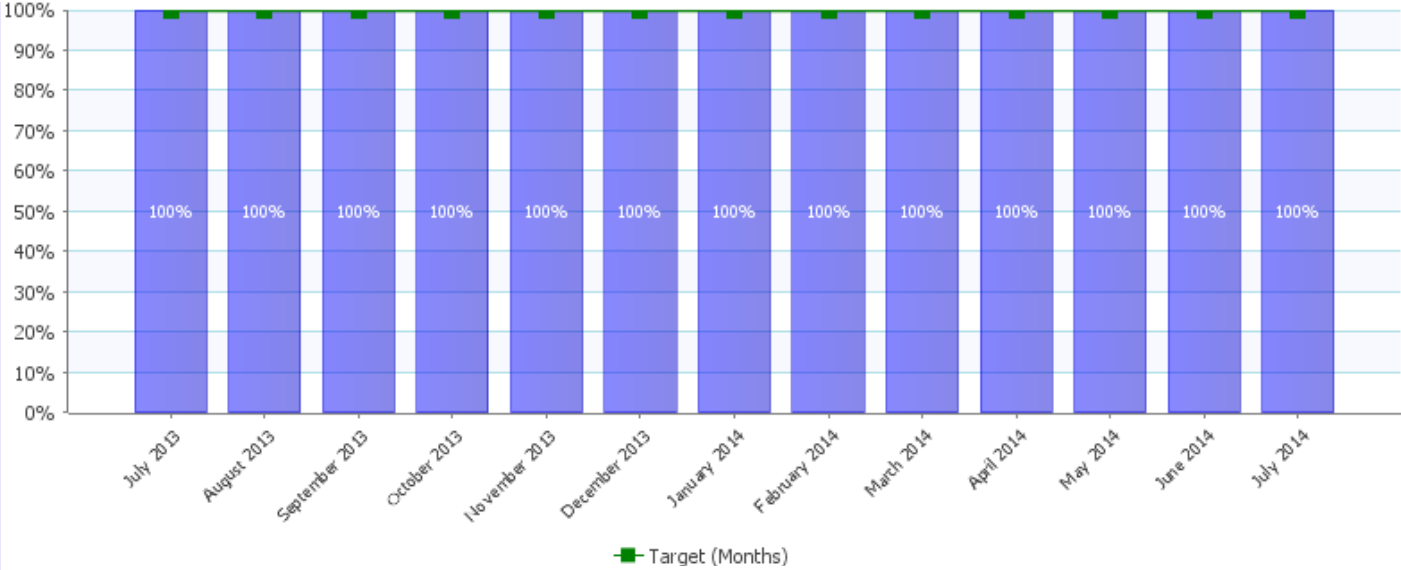

The target only reached the red threshold on one occasion in the reported year, with no appeal determinations being issued on 50% of occasions. From an analysis of the unsuccessful appeals, a less vigilant stance on minor cases resulting in less refusals of planning permission and thus less appeals would assist in the target of no appeals being lodged.

The target is zero, although this is out with the control of the council.

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PI Code & Short Name	DM012_9a.2a Percentage of Successful Appeals to the Scottish Government in Relation to Applications Determined.	PI Owner	zBS_PIAAdmin; Chris Norman
Description	This performance indicator measures the number of successful appeals as a percentage of determinations, with results analysed to identify improvements to the way the service is delivered to customers. A success appeal indicates that the challenge to the council's decision has been found in favour of the applicant.	Data Collection Officer	Steve McLaren
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>Legend: Target (Months)</p>		Last Update	July 2014
		Traffic Light Icon	
		Current Value	0%
		Current Target	0%
Trend Chart Commentary: On a monthly basis, the service measures the number of successful appeals as a percentage of determinations (that is where appeals by the applicant against the refusal of planning permission by the council are upheld by the Scottish Government). In October 2012, one out of 77 determinations was successful. In January 2013, one out of 51 determinations was successful. In June 2013, 1 out of 55 determinations was successful. The target will remain at zero for 2013/14.		Notes on Latest Data Entry	

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PI Code & Short Name	DM018_6b Percentage of Appeal Statements submitted within 28 days.	PI Owner	zBS_PIAAdmin; Chris Norman
Description	This performance indicator measures the percentage of appeal statements submitted within 28 days, with results analysed to identify improvements to the way the service is delivered to customers. There is a statutory requirement to meet regulatory deadlines in order that the council's case is heard by the reporter.	Data Collection Officer	Steve McLaren
Linked PIs		Gauge Format Type	Aim to Maximise
 <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>July 2013 August 2013 September 2013 October 2013 November 2013 December 2013 January 2014 February 2014 March 2014 April 2014 May 2014 June 2014 July 2014</p> <p>■ Target (Months)</p>		Last Update	July 2014
		Traffic Light Icon	
		Current Value	100%
		Current Target	100%
Trend Chart Commentary: Since October 2012, we have maintained 100% for the months in which appeal statements were submitted within 28 days. Due to the small numbers of appeals statements requested, any month which does not have an appeal submitted are not recorded and will show as missing data on the graph. An appeal may be submitted when an applicant is aggrieved with the council's decision.		Notes on Latest Data Entry	

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PI Code & Short Name	P:DM030_9b.1c Percentage of all major and local planning applications determined within two months of being validated.	PI Owner	zBS_PIAAdmin; Chris Norman
Description	This specified performance indicator, set by the Scottish Government, measures the percentage of all types of planning applications which are determined by the council within two months of the application being validated, with an analysis of the results and an identification of matters to be implemented to improve this outcome.	Data Collection Officer	Steve McLaren
Linked PIs		Gauge Format Type	Aim to Maximise
<p>Legend: ■ Target (Months)</p>		Last Update	July 2014
		Traffic Light Icon	
		Current Value	76.56%
		Current Target	80%
<p>This performance indicator, by including all planning applications, encompasses the complete range of cases determined by development management and includes mainstream applications and the less complex householder applications. Complex cases can often take in excess of two months to determine due to a variety of technical reasons as set out below.</p> <p>This indicator can vary significantly from month to month as the complexity of applications being determined will vary from month to month. It should also be noted that the performance indicator is inconsistent with statute which allow four months for the determination of major applications. In 2012/13 the council had the second highest percentage of major applications of all planning authorities and the impact is, therefore, exacerbated. Additionally in eight of the months in the trend chart the applications determined included major applications whereby there is a statutory target of four months. The number of major applications across all planning authorities for 2013/14 is not currently available.</p> <p>In April 2014 the council determined 77.1% of all planning applications within the two month target. A further two applications determined within the two month period would have meant that the target would have been met.</p>		Notes on Latest Data Entry	

PDSP Development & Transport – APPENDIX TWO

All applications which miss the target are scrutinised. All householder applications were determined within two months in April 2014 and this data is a component of the trend chart.

From an analysis of the non-householder applications that missed the two month target this month, the reasons include the technical complexity of the cases being assessed including unlawful activity (3 cases), the position of the applicant concerning the potential withdrawal of the application (2 cases), the submission of revised drawings and amended data being received by the applicant (2 cases). Such factors are outwith the control of the council.

The annual trend includes complex applications with a legal agreement, legacy cases, cases where revised plans have been required to overcome planning objections and the submission of changes from the applicant. The conclusion of planning obligations and changes to proposals brought about by the applicant contributed to the council's lengthier determination of applications.

Legacy cases are those applications which have been with the council for a long period of time and on which no progress has been made. These cases are systematically being disposed of which is impacting on performance. Whilst there is no statutory definition of a 'legacy case', in the period illustrated by the trend chart, nine cases submitted between 2007 and the advent of planning reform in 2009 were determined; a further eleven cases were determined that were submitted more than three years ago. Of all these cases, thirteen were due to the delay in achieving a legal agreement, five due to additional information being required from the applicant and two to miscellaneous reasons.

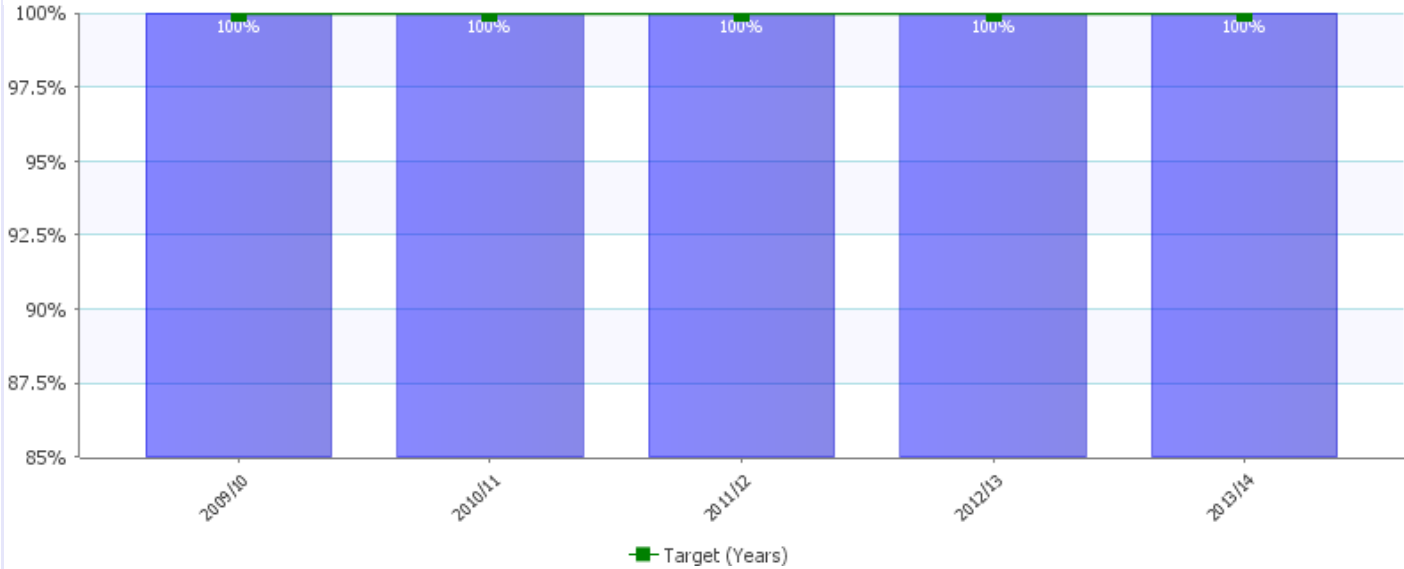

On a month by month basis the average number of applications determined is 49. As illustrated in the trend chart commentary the council achieve the target, or is within 5 percentage points from the target, in the majority of months. This monthly figure could exceed the target, on average, by the determination of an additional 3 applications. In the poorest performing month, June 2013, a determination of an additional 7 applications within two months would have meant the target was met.

In assessing a planning application an opportunity is afforded to applicants to alter their schemes if such amendments render a proposal acceptable in planning term and thus avoiding the risk of an appeal, despite the effects on overall performance. Such circumstances are beyond the control of the council.

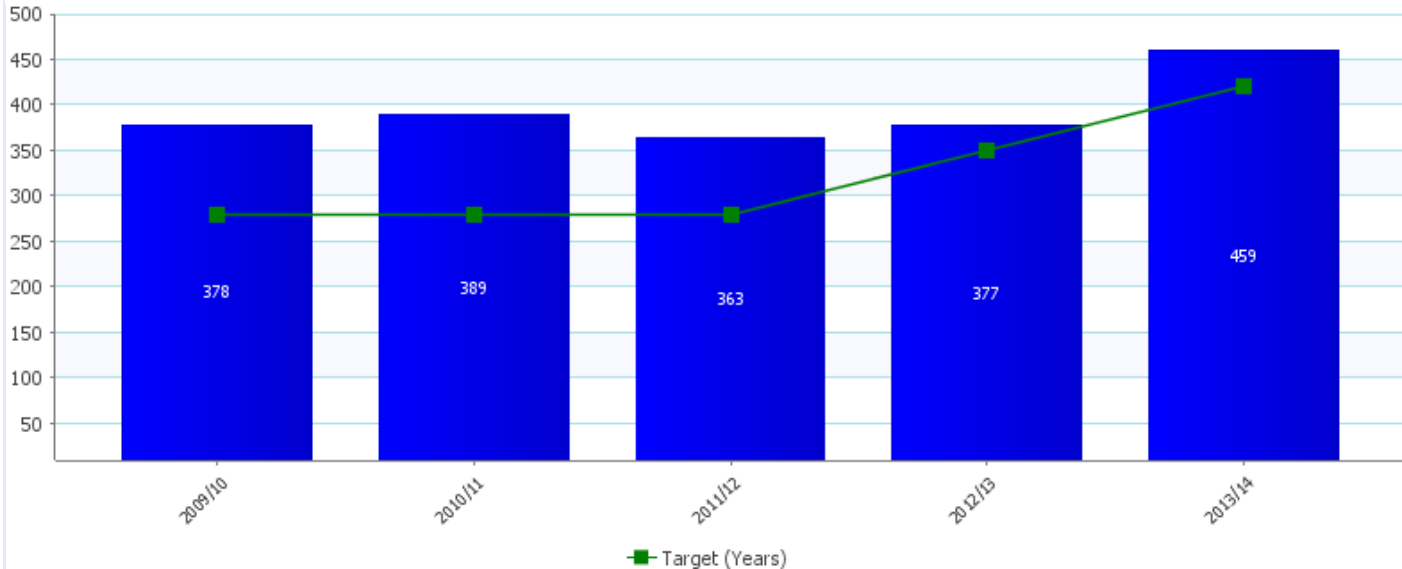

Notwithstanding the factors set out above, as this is a measure which was previously a specified performance indicator and is now incorporated as a planning performance indicator, the target will be maintained at the statutory level of 80% for the coming year.

A target of 80% will remain for the next financial year

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PI Code & Short Name	DP001_9b.1b Percentage of population covered by the adopted West Lothian Local Plan	PI Owner	zSTP_PIAAdmin; Fiona McBrierty
Description	<p>This performance indicator measures the percentage of the population covered by the West Lothian Local Plan. The West Lothian Local Plan sets out the development strategy for West Lothian over a 5-10 year period and provides communities and the development industry with details of future development sites and proposals across the area. The preparation of local plans is a statutory requirement. Local plans are required by Scottish Government to be updated and replaced every five years.</p> <p>Data to inform the local plan is sourced from a variety of areas including Scottish Government policy, community council involvement and the development industry.</p>	Data Collection Officer	Steve Lovell; Steve McLucas
Linked PIs		Gauge Format Type	Aim to Maximise
 <p>100% 97.5% 95% 92.5% 90% 87.5% 85%</p> <p>2009/10 2010/11 2011/12 2012/13 2013/14</p> <p>■ Target (Years)</p>		Last Update	2013/14
		Traffic Light Icon	
		Current Value	100%
		Current Target	100%
		Notes on Latest Data Entry	
<p>Trend Chart Commentary: Over the period 2009 – 2014 the percentage of population covered by the West Lothian Local Plan has consistently remained at 100%. This reflects the fact that the plan continues to form part of the development plan for West Lothian and will continue to do so until it is replaced.</p> <p>The target for 2014/15 will remain at 100% as the preparation of a development plan is a statutory requirement. All parts of West Lothian are required to have an up to date development plan in place. Work on a replacement plan has commenced.</p>			

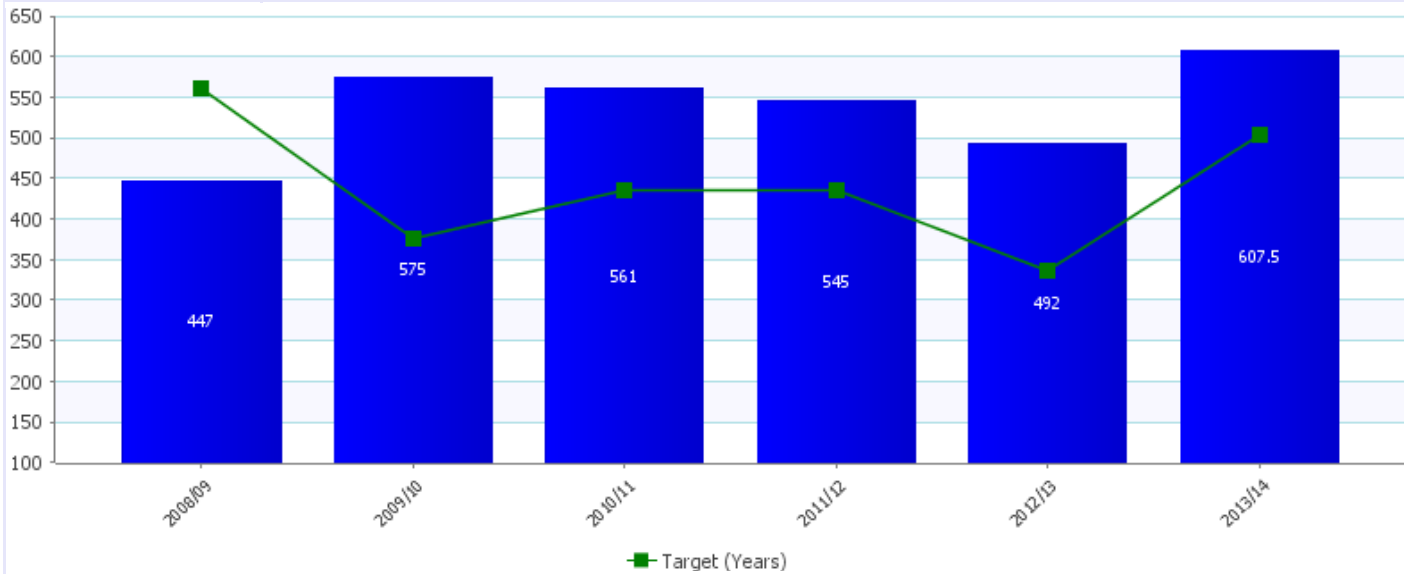

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PI Code & Short Name	CP:EDS001_9b.1a Number of new businesses started in West Lothian through Business Gateway.	PI Owner	zEDS_PIAAdmin; Jim Henderson																		
Description	This performance indicator measures the number of new businesses which are helped to start trading by the Council's Business Gateway service. Business start-up is a key element in creating a diverse and sustainable local economy. Every pre-start business is assigned a dedicated business adviser. Each adviser records when one of their clients starts trading. Starts are recorded monthly and the target is reported annually. This service is delivered as part of the Business Gateway contract.	Data Collection Officer	Rebecca Boyd																		
Linked PIs	EDS037_9b; EDS041_9b.1a	Gauge Format Type	Aim to Maximise																		
 <table><thead><tr><th>Year</th><th>Starts</th><th>Target</th></tr></thead><tbody><tr><td>2009/10</td><td>378</td><td>280</td></tr><tr><td>2010/11</td><td>389</td><td>280</td></tr><tr><td>2011/12</td><td>363</td><td>280</td></tr><tr><td>2012/13</td><td>377</td><td>350</td></tr><tr><td>2013/14</td><td>459</td><td>420</td></tr></tbody></table>		Year	Starts	Target	2009/10	378	280	2010/11	389	280	2011/12	363	280	2012/13	377	350	2013/14	459	420	Last Update	2013/14
		Year	Starts	Target																	
		2009/10	378	280																	
		2010/11	389	280																	
		2011/12	363	280																	
2012/13	377	350																			
2013/14	459	420																			
Traffic Light Icon																					
Current Value	459																				
Current Target	420																				
<p>Trend Chart Commentary:</p> <p>We have agreed an increased target of 450 starts for 2014/15. Priority will be given to exceeding this through focused delivery of service and monthly monitoring of performance. In 2013/14, 459 businesses were helped to start trading compared to a target of 420. The achievement of 459 starts is an increase of over 20% on the 377 starts achieved during 2012/13. The two-year trend in starts from 2012/13 to 2013/14 is improving from 377 starts to 459. This can be explained by two key changes in service. In October 2012, a new Business Gateway contract was agreed which enables more flexibility over local delivery. In particular, our service can engage in more depth with New Enterprise Allowance (NEA) & Princes Scottish Youth Business Trust (PSYBT) clients.</p> <p>The second factor helping improve performance from 2011/12 onwards is the establishment of outreach promotion and better partnership working.</p> <p>There was a decrease from 389 starts to 363 starts between 2010/11 and 2011/12 which was due to an emphasis on working with clients needing longer-term support to reach start-up. In 2008/09 to 2009/10 there was an increase due to additional advisers focusing on start-ups</p>		Notes on Latest Data Entry																			

PDSP Development & Transport – APPENDIX TWO

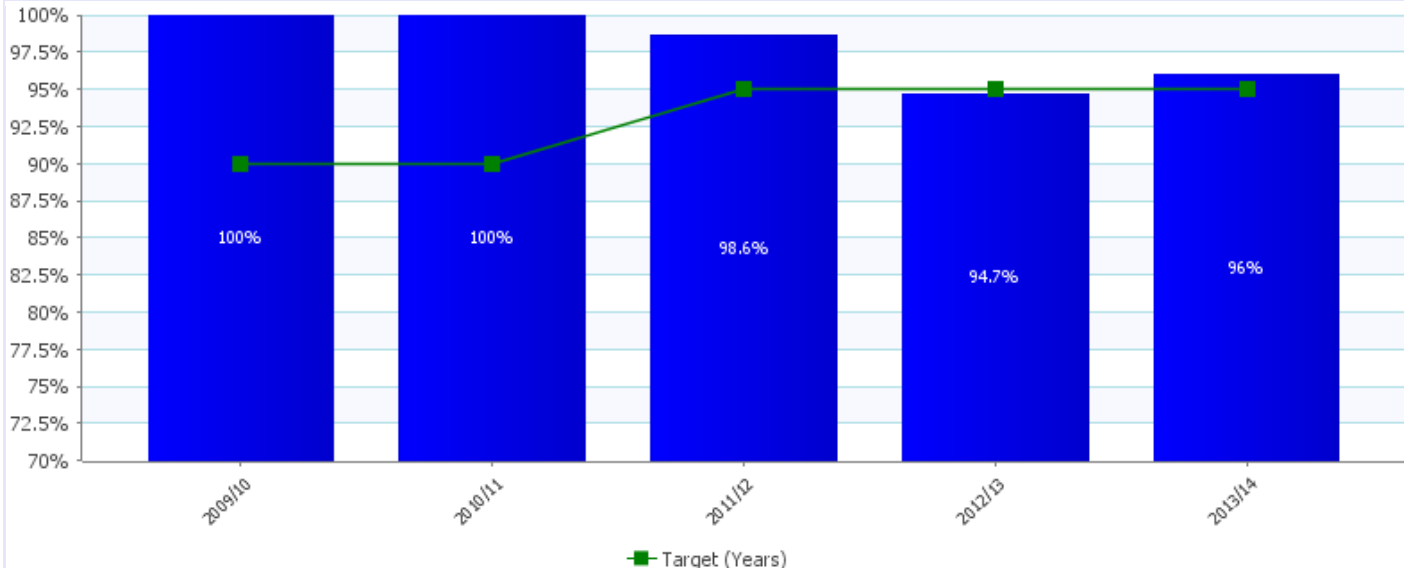

PI Code & Short Name	CP:EDS002_9b.1a Number of small and medium sized businesses receiving support from Economic Development's Business Gateway service.	PI Owner	zEDS_PIAAdmin; Jim Henderson												
Description	This performance indicator measures the number of small and medium sized businesses (firms with 1>250 employees) which were assisted by Economic Development's Business Gateway service. These firms are key contributors to local employment and wealth creation. Support to firms is delivered by a team of business advisers who are part of Business Gateway. Information for this indicator and target is collated cumulatively, with results produced on an annual basis.	Data Collection Officer	Rebecca Boyd												
Linked PIs	EDS038_9b; EDS039_9b; EDS040_9b; EDS042_9b.1a	Gauge Format Type	Aim to Maximise												
<table><caption>Bar Chart Data: Number of small and medium sized businesses receiving support</caption><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2009/10</td><td>581</td></tr><tr><td>2010/11</td><td>540</td></tr><tr><td>2011/12</td><td>606</td></tr><tr><td>2012/13</td><td>443</td></tr><tr><td>2013/14</td><td>507</td></tr></tbody></table> <p>■ Target (Years)</p>		Year	Value	2009/10	581	2010/11	540	2011/12	606	2012/13	443	2013/14	507	Last Update	2013/14
		Year	Value												
		2009/10	581												
		2010/11	540												
		2011/12	606												
2012/13	443														
2013/14	507														
Traffic Light Icon															
Current Value	507														
Current Target	500														
<p>Trend Chart Commentary:</p> <p>The target for 2014/15 is to support 500 firms. This is a stretching target given the in-depth support provided to firms. The two-year trend shows improved service delivery from 443 firms assisted in 2012/13 to 507 firms assisted in 2013/14. This can be part explained by recruitment of additional adviser resource which are part-funded by ERDF. In addition, the launch of the Economic Growth Plan in April 2013 has created capacity to support more firms.</p> <p>In October 2012, a new Business Gateway contract was agreed which enables more flexibility over local delivery.</p> <p>There was a dip in performance between 2011/12 and 2012/13, which was due to more intensive advice and support for a smaller group of key clients.</p> <p>From 2009/10 the service sought to provide a more intensive service to businesses and brought in measures and products such as East of Scotland Investment Fund (ESIF) and health checks, in order to maximise the economic impact of activity in terms of generating new jobs and safeguarding existing jobs.</p> <p>In 2008/09, 858 businesses were assisted, due to the recession which called for quick-response volume activity and low-intensity interventions.</p>		Notes on Latest Data Entry													

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PI Code & Short Name		P:EDS003_9b.2a Total number of jobs generated by new business start-ups assisted by Business Gateway.		PI Owner		zEDS_PIAAdmin; Jim Henderson																						
Description		This performance indicator measures the total number of jobs generated by new business start-ups assisted by the Business Gateway. Jobs created are important in preventing negative outcomes and creating life opportunities.		Data Collection Officer		Rebecca Boyd																						
Linked PIs		EDS045_9b.2a		Gauge Format Type		Aim to Maximise																						
 <table><caption>Jobs Generated by New Business Start-ups (2008/09 to 2013/14)</caption><thead><tr><th>Year</th><th>Actual Value</th><th>Target</th></tr></thead><tbody><tr><td>2008/09</td><td>447</td><td>561</td></tr><tr><td>2009/10</td><td>575</td><td>375</td></tr><tr><td>2010/11</td><td>561</td><td>435</td></tr><tr><td>2011/12</td><td>545</td><td>435</td></tr><tr><td>2012/13</td><td>492</td><td>335</td></tr><tr><td>2013/14</td><td>607.5</td><td>504</td></tr></tbody></table>				Year	Actual Value	Target	2008/09	447	561	2009/10	575	375	2010/11	561	435	2011/12	545	435	2012/13	492	335	2013/14	607.5	504	Last Update		2013/14	
				Year	Actual Value	Target																						
				2008/09	447	561																						
				2009/10	575	375																						
				2010/11	561	435																						
2011/12	545	435																										
2012/13	492	335																										
2013/14	607.5	504																										
				Traffic Light Icon																								
				Current Value		607.5																						
				Current Target		504																						
				Notes on Latest Data Entry																								
				Trend Chart Commentary:																								

The target for 2014/15 is 540 jobs generated. This target is directly linked to the agreed target of 450 business starts. As in 2013/14, we will aim to deliver more starts than target and so create more jobs than target. In 2013/14 there were 607.5 jobs generated against a target of 504. This exceeds the performance in 2012/13 when 492 jobs were generated. A combination of factoring are improving the trend. Firstly, the start-up advisers have supported more firms to begin trading. In 2013/14, 459 firms were supported compared to 377 in 2012/13. Secondly, the advisers are providing more intensive support to help firms achieve their potential of more employment. It is important to note that this measure has changed. From 2012 onwards it only measures jobs created by start-up firms. In 2010/11, the target for this indicator was revised to include jobs created by both new start-ups and existing small firms.	
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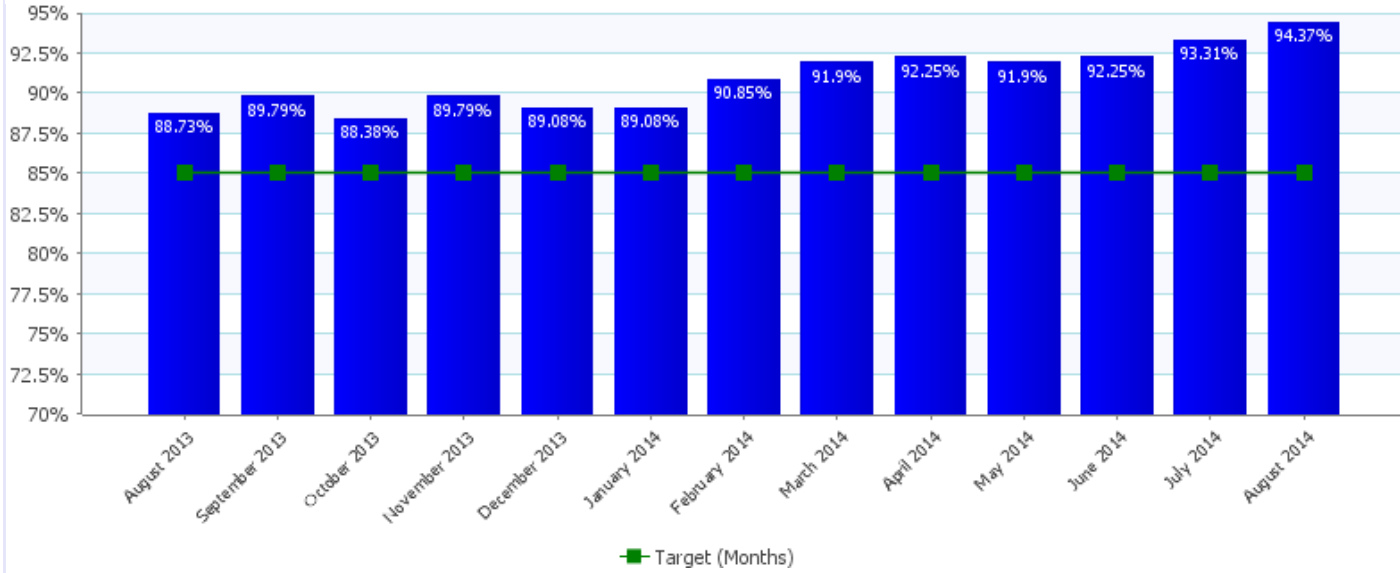

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PI Code & Short Name	P:EDS013_6a.7 Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent.	PI Owner	zEDS_PIAAdmin; Jim Henderson																		
Description	This performance indicator measures the number of Business Gateway customers that rated our overall quality of the service as good or excellent. Collected as part of our monthly survey, customers are asked to rate the quality of the service provided. The survey is a representative sample of customers from the preceding month which are invited to provide feedback by means of a postal, e-mail or online feedback form. Results are analysed to identify improvements to way the service is delivered to customers. West Lothian Business Gateway provides advice and assistance for new/growing businesses and promoting entrepreneurship.	Data Collection Officer	Rebecca Boyd																		
Linked PIs	EDS044_6a.7	Gauge Format Type	Aim to Maximise																		
 <table><caption>Performance Data (2009/10 to 2013/14)</caption><thead><tr><th>Year</th><th>Percentage</th><th>Target</th></tr></thead><tbody><tr><td>2009/10</td><td>100%</td><td>95%</td></tr><tr><td>2010/11</td><td>100%</td><td>95%</td></tr><tr><td>2011/12</td><td>98.6%</td><td>95%</td></tr><tr><td>2012/13</td><td>94.7%</td><td>95%</td></tr><tr><td>2013/14</td><td>96%</td><td>95%</td></tr></tbody></table>		Year	Percentage	Target	2009/10	100%	95%	2010/11	100%	95%	2011/12	98.6%	95%	2012/13	94.7%	95%	2013/14	96%	95%	Last Update	2013/14
		Year	Percentage	Target																	
		2009/10	100%	95%																	
		2010/11	100%	95%																	
		2011/12	98.6%	95%																	
2012/13	94.7%	95%																			
2013/14	96%	95%																			
Traffic Light Icon																					
Current Value	96%																				
Current Target	95%																				
Trend Chart Commentary: The 2-year trend is improving from 94.7% in 2012/13 to 96% in 2013/14. Performance is ahead of target which is 95%. This reflects a greater emphasis on adviser awareness of this indicator. Awareness is raised through monthly job chats and service planning meetings. Where there are adverse comments from customers, this is addressed with the customer and adviser to understand the issue. In addition, advisers are recognised where customers rate service delivery as 100% good or excellent. This reinforces the culture of improvement. In 2014/15, the service aims to perform ahead of 95% target. By driving up the volume of customer responses, we will gather a more robust data set.		Notes on Latest Data Entry																			

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PI Code & Short Name	EDS038_9b Number of growth customers accessing the growth advisory service.		PI Owner	zEDS_PIAAdmin; Jim Henderson																																					
Description	This background performance indicator measures the number of companies accessing the growth advisory service where companies have to show an increase in turnover of 200,000 to 400,000 within three years		Data Collection Officer	Rebecca Boyd																																					
Linked PIs	CP:EDS002_9b.1a; EDS039_9b; EDS040_9b; EDS042_9b.1a		Gauge Format Type	Aim to Maximise																																					
<table><caption>Monthly Data for EDS038_9b</caption><thead><tr><th>Month</th><th>Value</th><th>Target</th></tr></thead><tbody><tr><td>July 2013</td><td>1</td><td>3</td></tr><tr><td>August 2013</td><td>1</td><td>3</td></tr><tr><td>September 2013</td><td>6</td><td>3</td></tr><tr><td>October 2013</td><td>1</td><td>3</td></tr><tr><td>November 2013</td><td>1</td><td>3</td></tr><tr><td>December 2013</td><td>5</td><td>3</td></tr><tr><td>January 2014</td><td>1</td><td>3</td></tr><tr><td>February 2014</td><td>2</td><td>3</td></tr><tr><td>March 2014</td><td>9</td><td>3</td></tr><tr><td>April 2014</td><td>0</td><td>3</td></tr><tr><td>May 2014</td><td>8</td><td>3</td></tr></tbody></table>			Month	Value	Target	July 2013	1	3	August 2013	1	3	September 2013	6	3	October 2013	1	3	November 2013	1	3	December 2013	5	3	January 2014	1	3	February 2014	2	3	March 2014	9	3	April 2014	0	3	May 2014	8	3	Last Update	May 2014	
			Month	Value	Target																																				
			July 2013	1	3																																				
			August 2013	1	3																																				
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March 2014	9	3																																							
April 2014	0	3																																							
May 2014	8	3																																							
			Traffic Light Icon																																						
			Current Value	8																																					
			Current Target	3																																					
<p>Trend Chart Commentary:</p> <p>In 2014/15 our annual target for growth advisory service pipeline referrals is 40 firms. This is a stretching target and will require a clear and convincing case to be made in each example. The team of growth advisers recognise the importance of meeting this target.</p> <p>In 2013/14, the target was 40 firms. However, 38 firms were approved as growth advisory. This can be understood by the recruitment of new growth advisers learning during 2013/14 how the approval process for advisory referrals works.</p> <p>Performance will be closely monitored including this item in monthly job chats.</p>			Notes on Latest Data Entry																																						

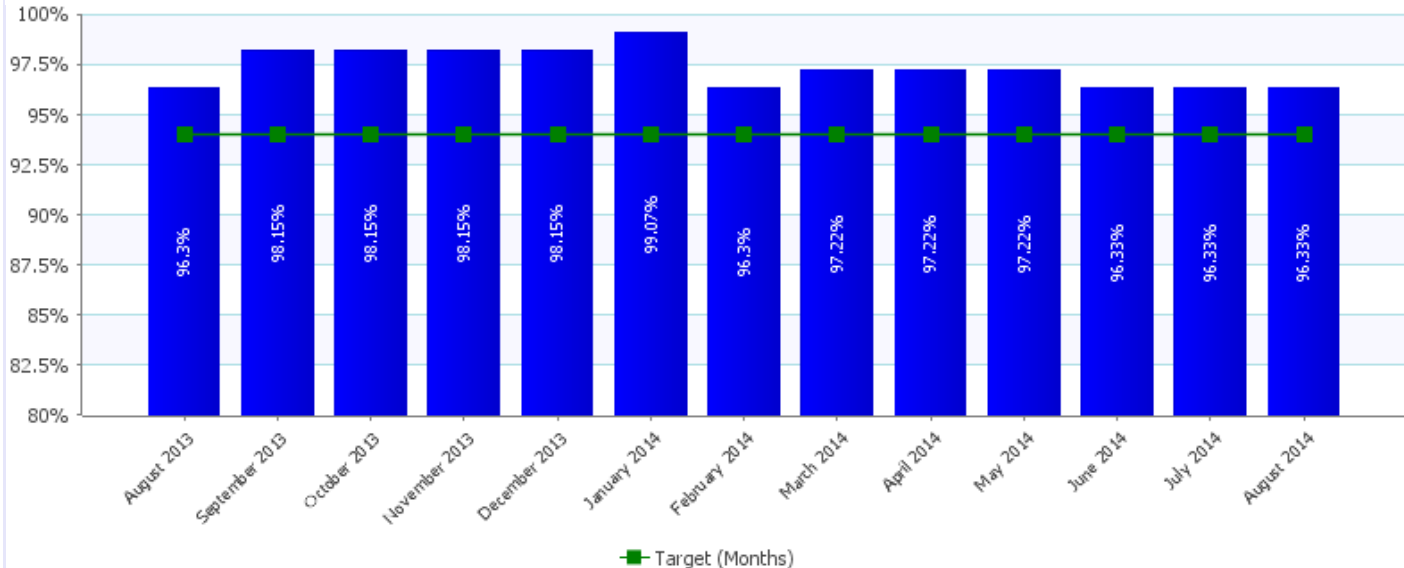
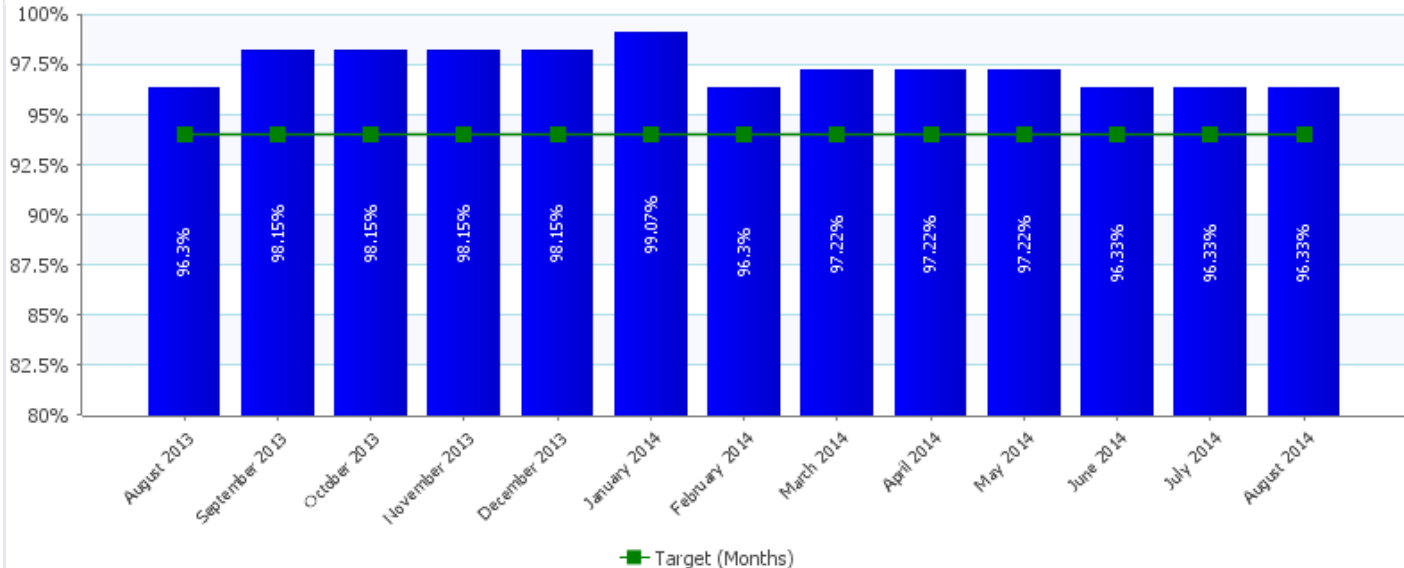

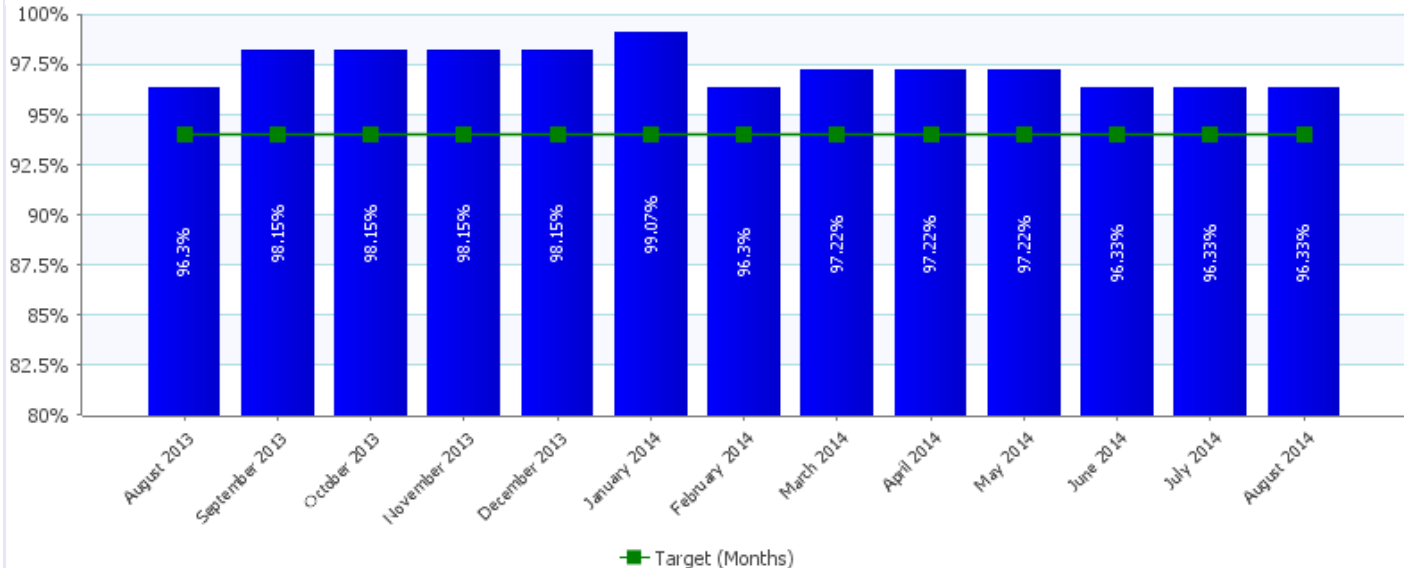
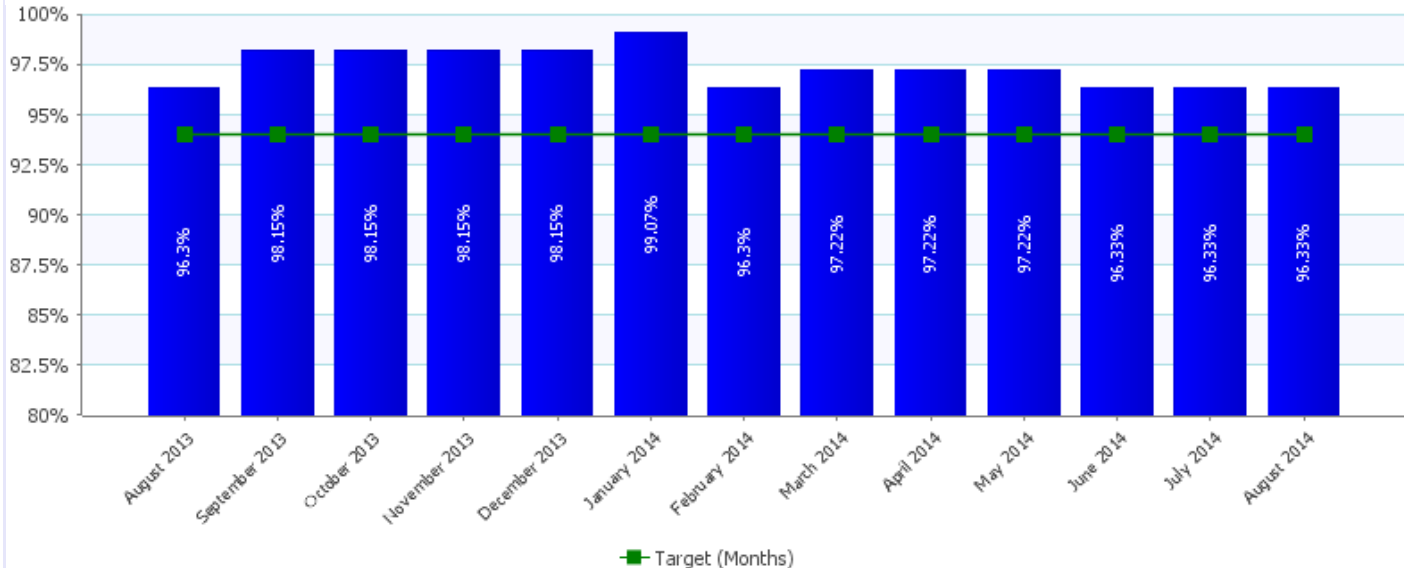
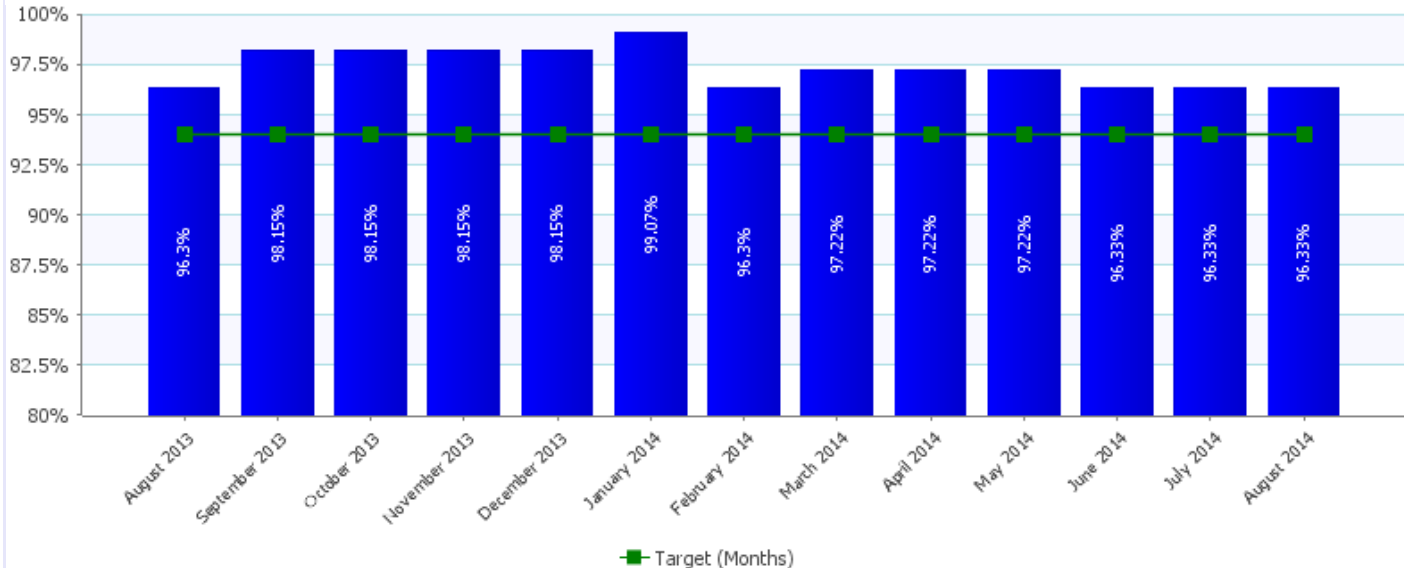
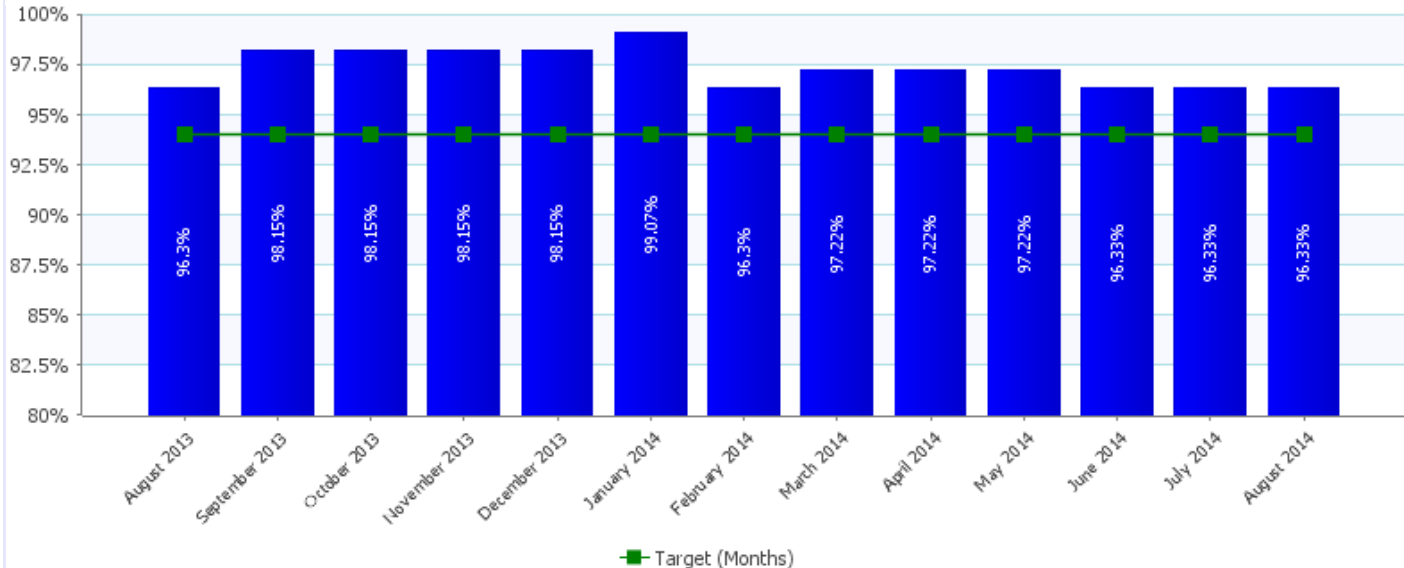
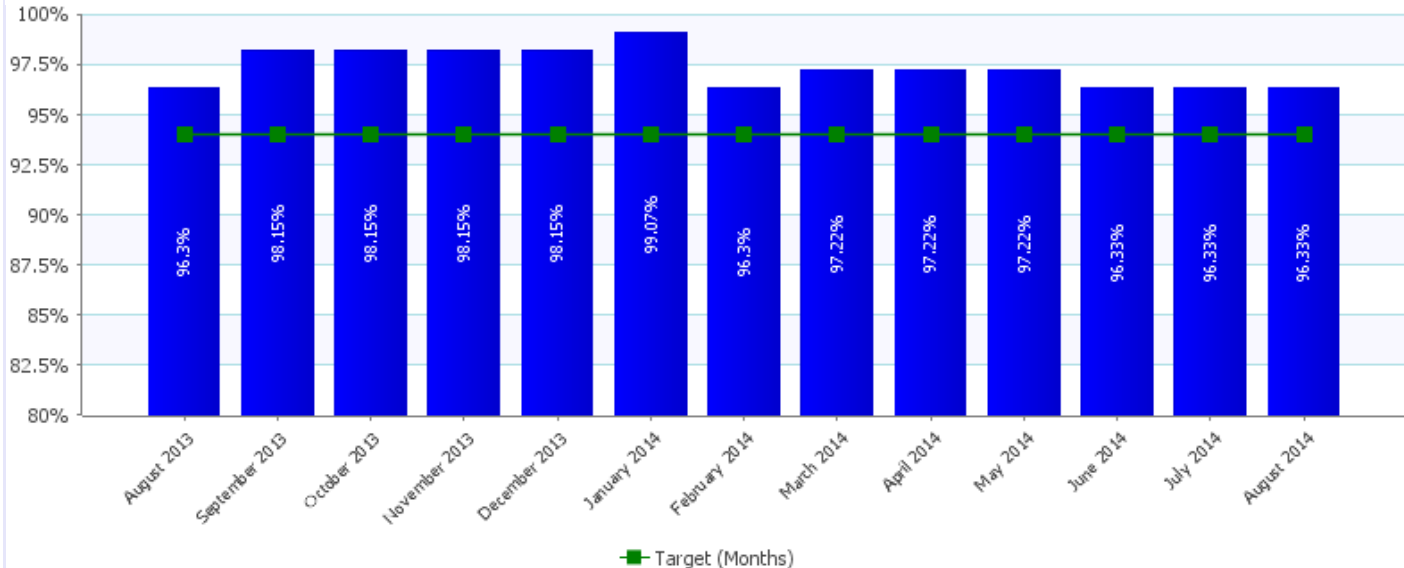
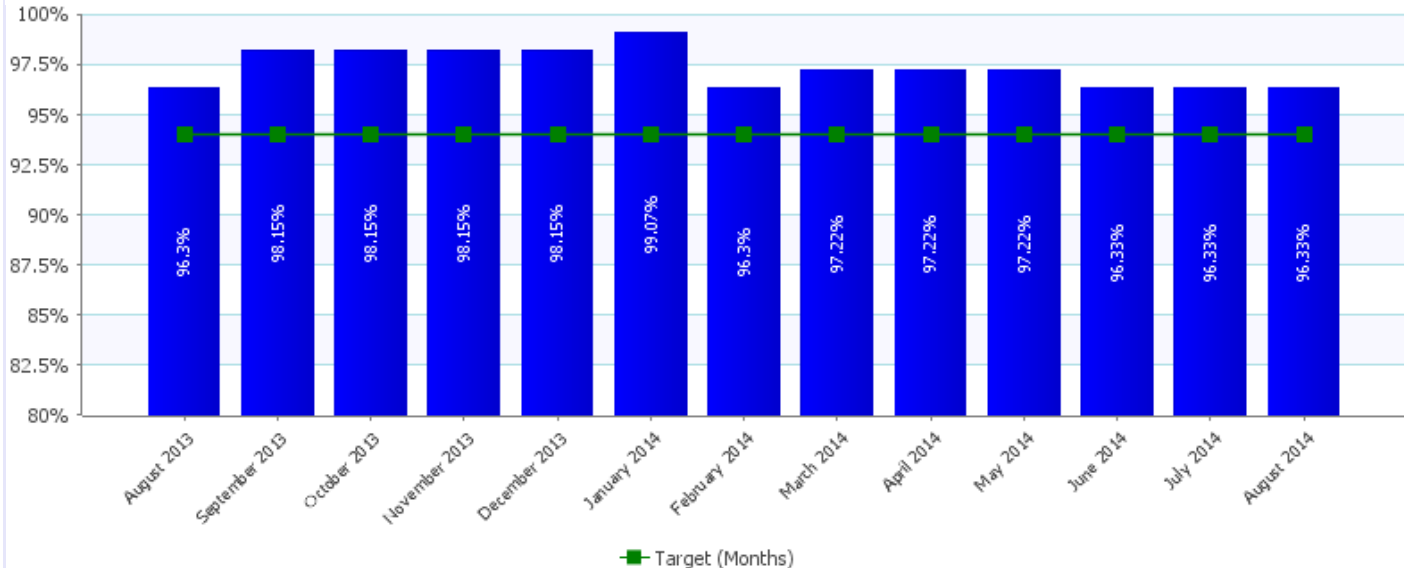
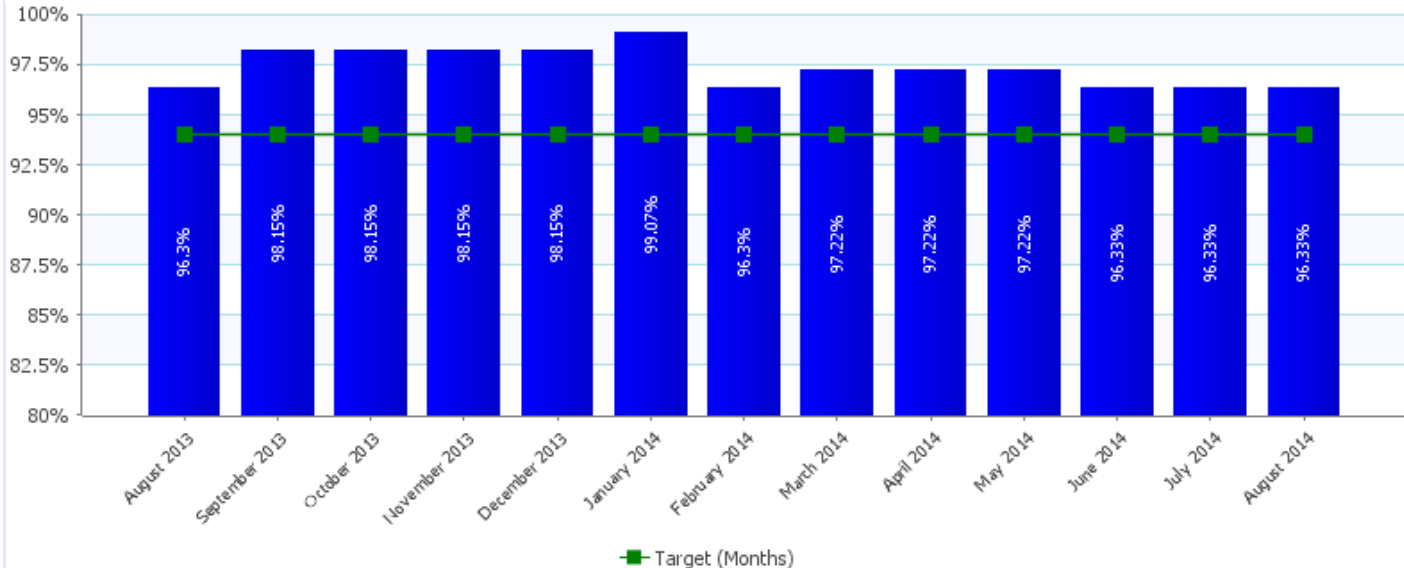
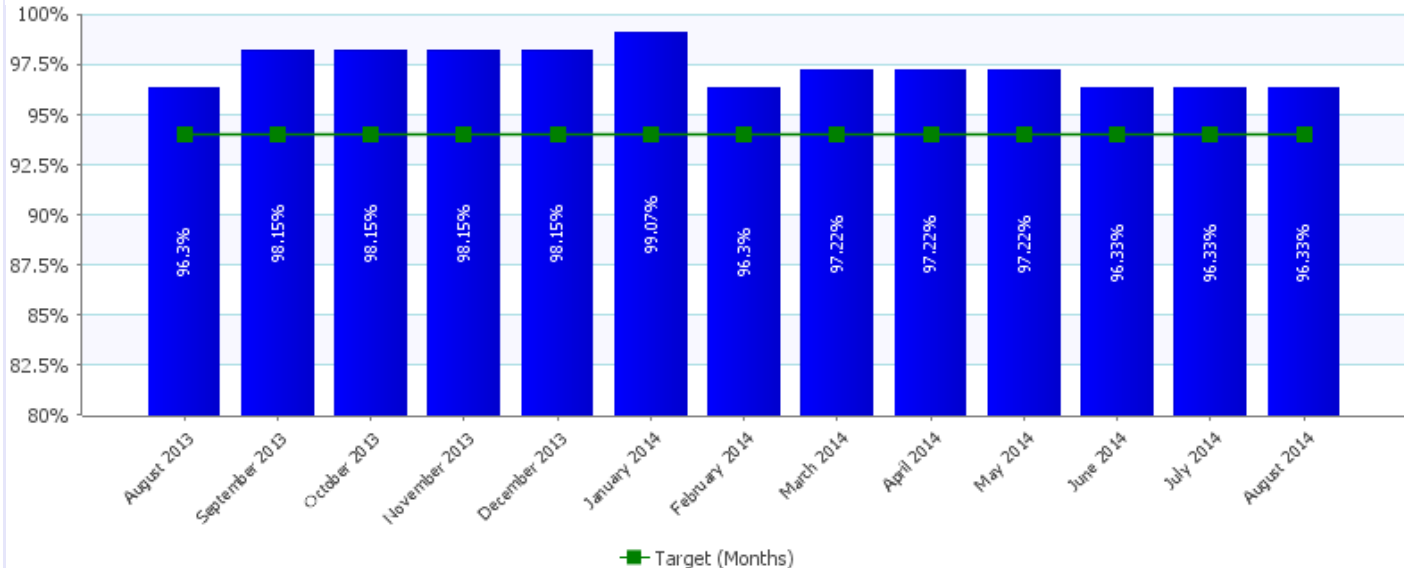
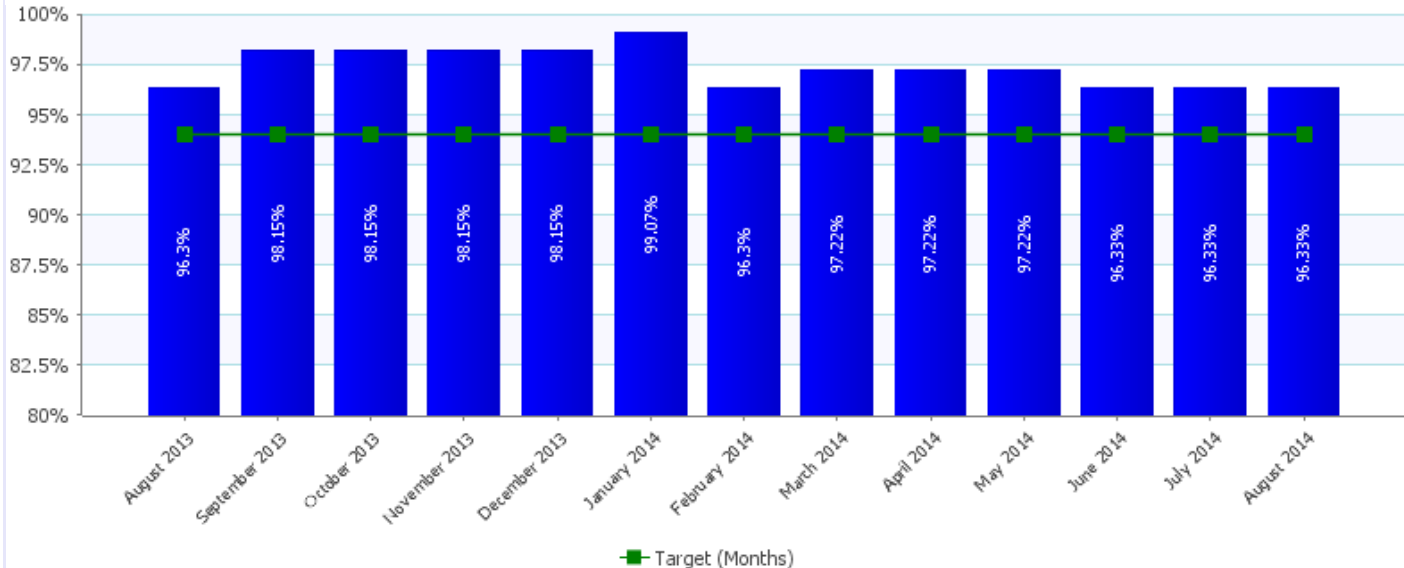
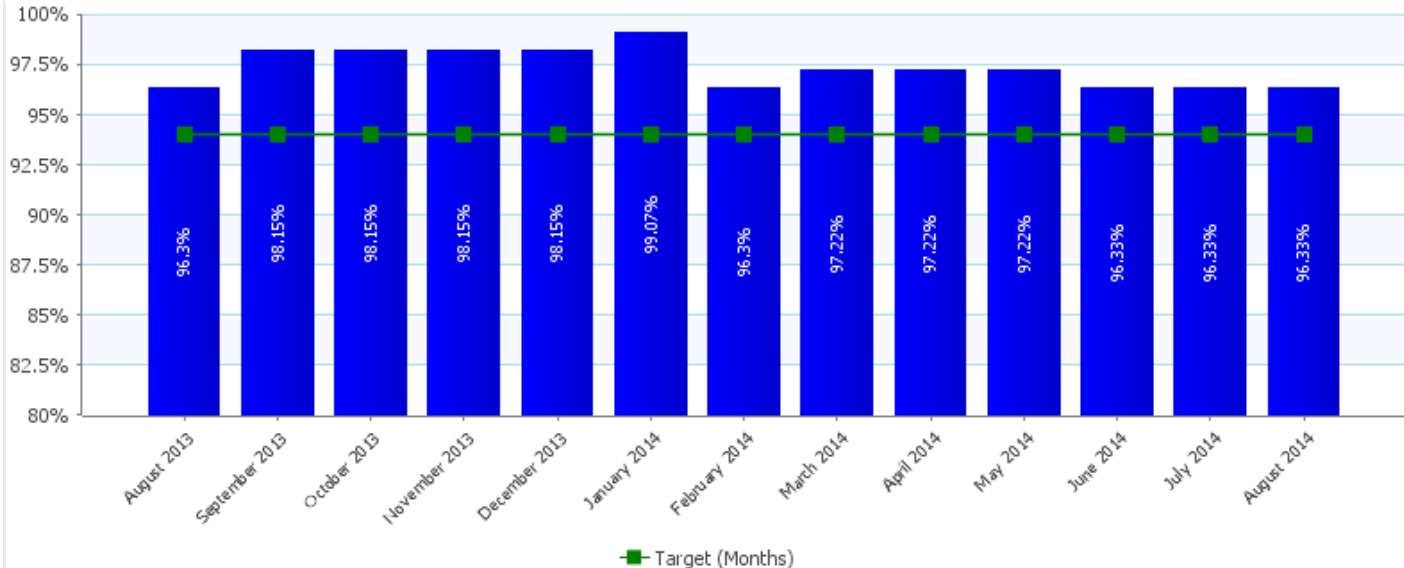
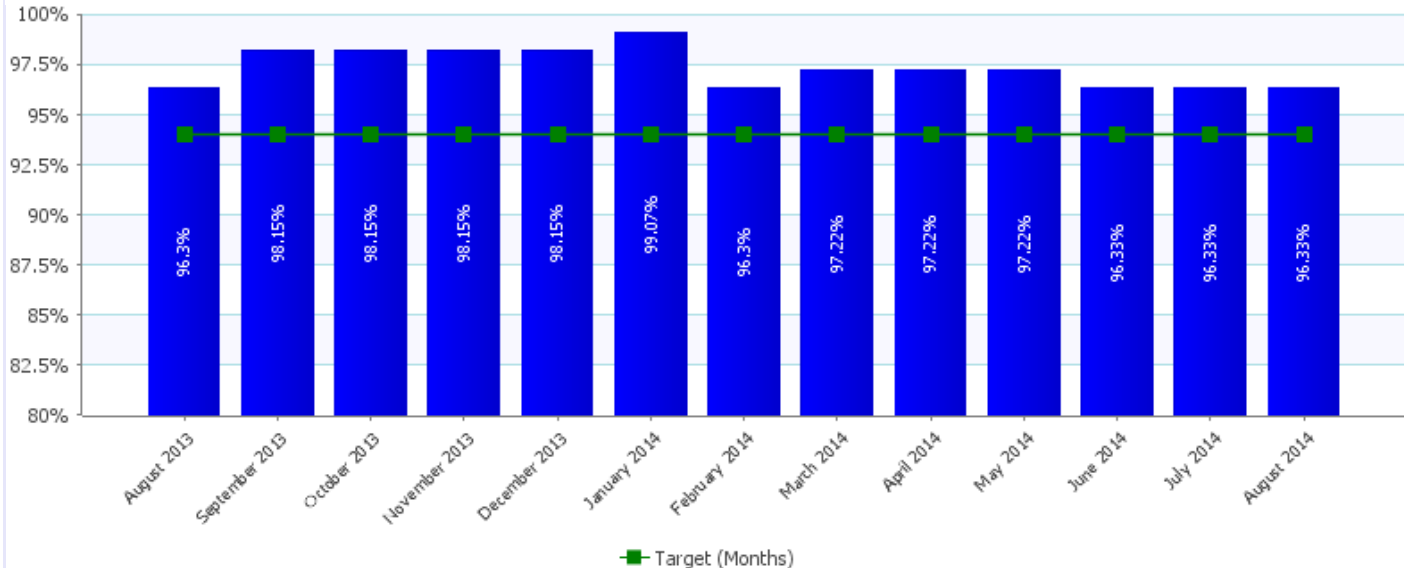
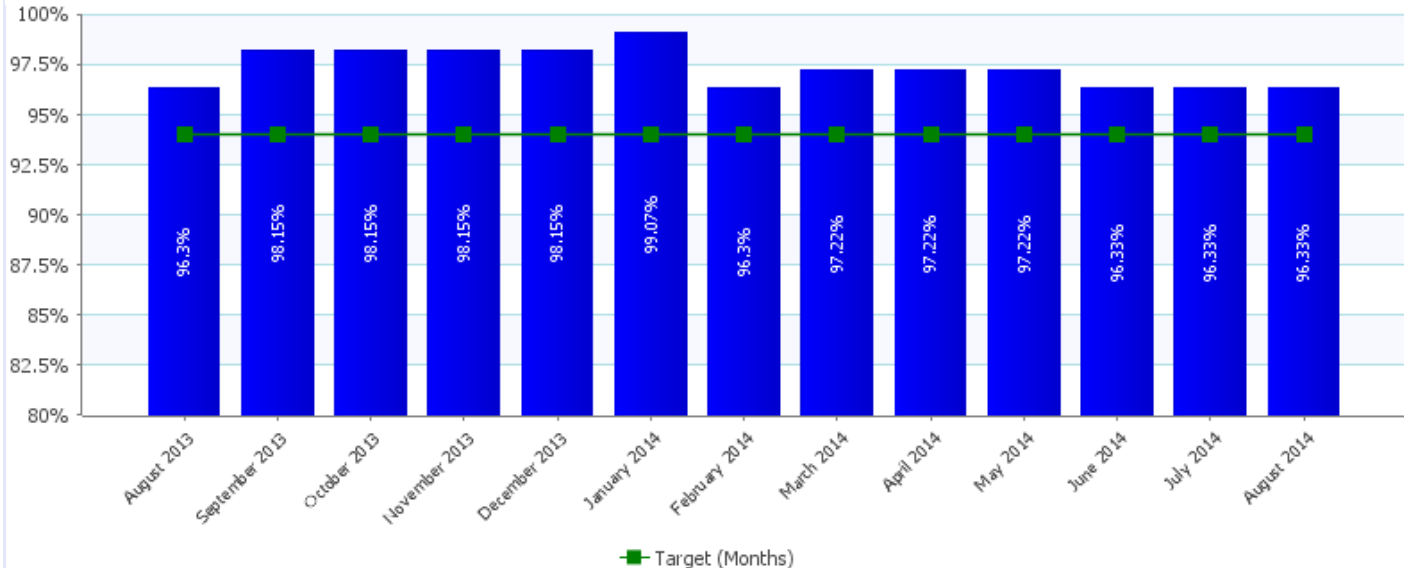
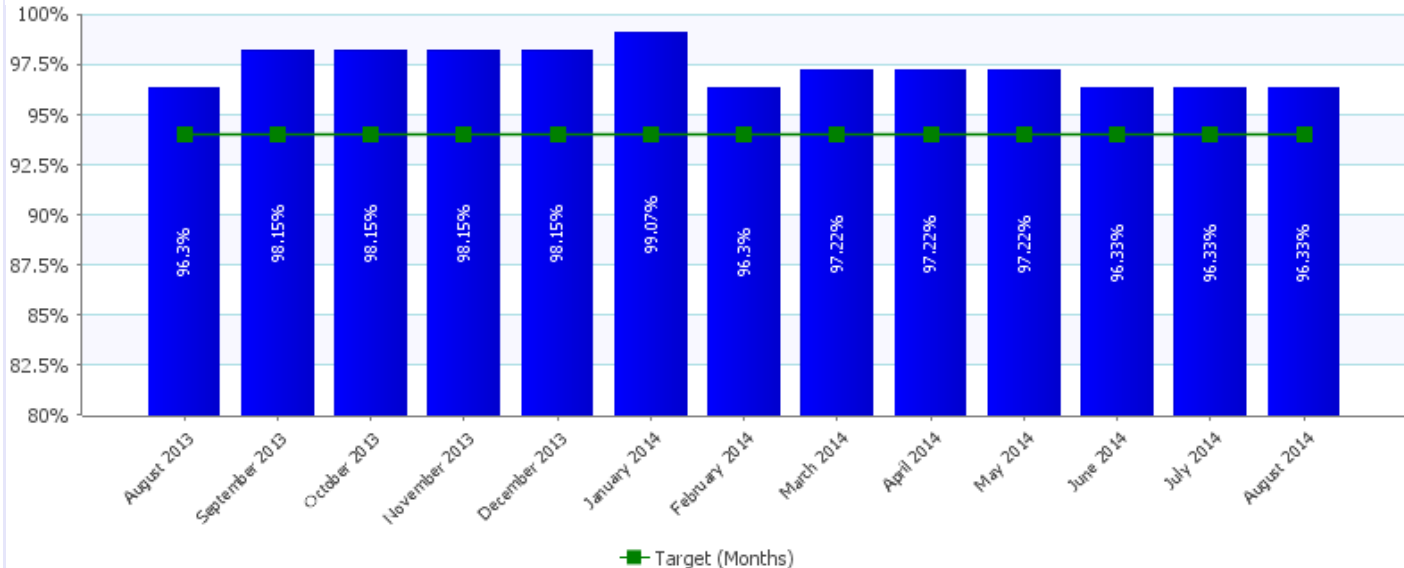
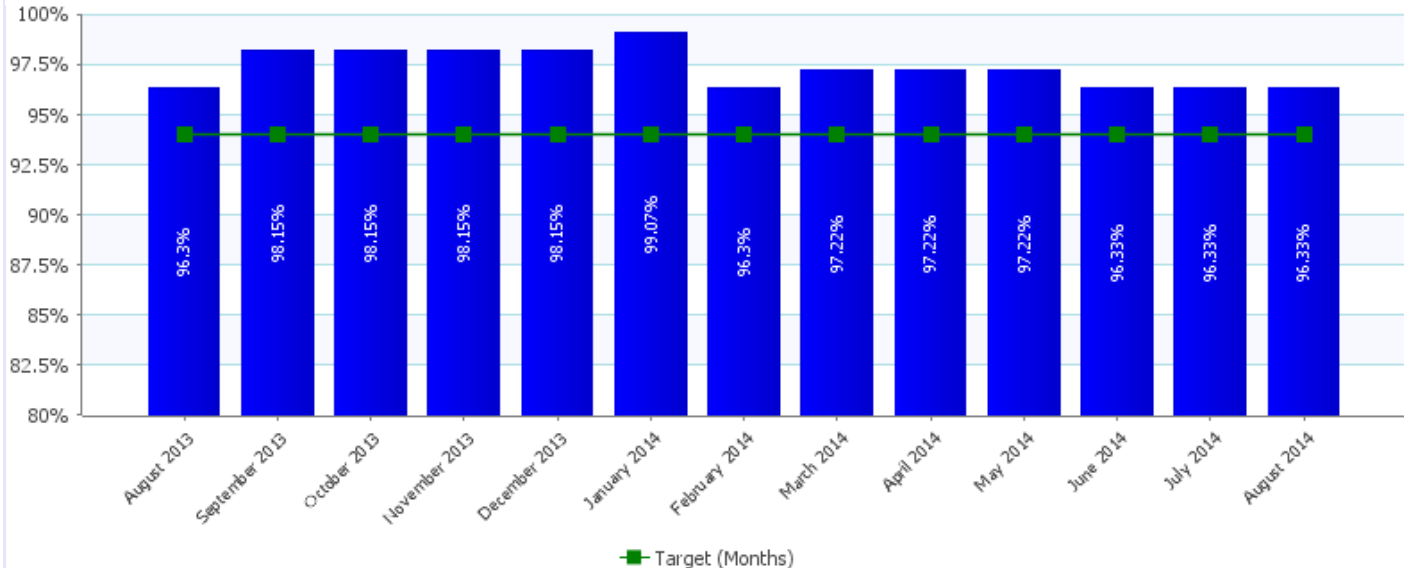
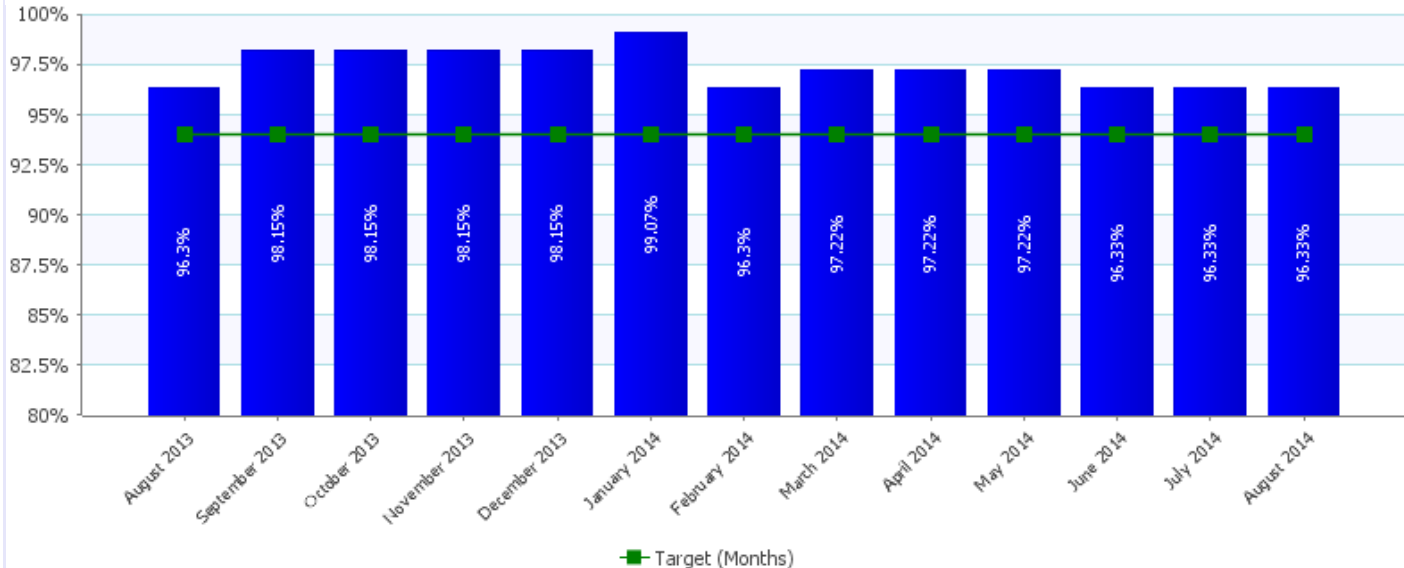
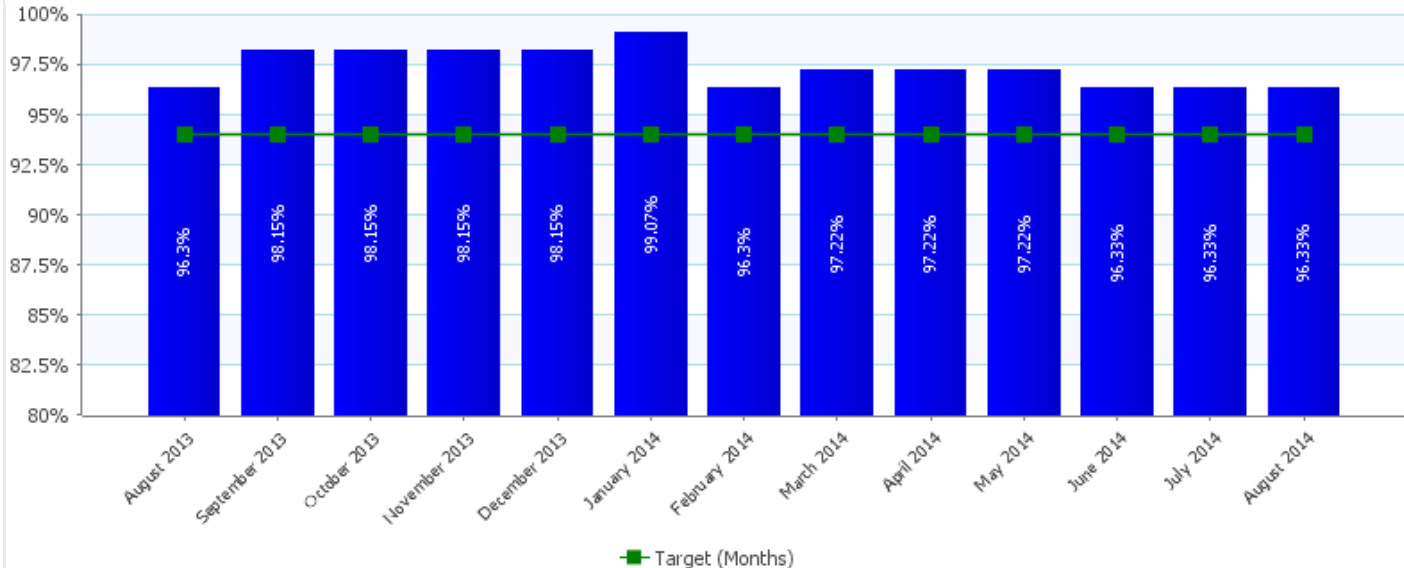
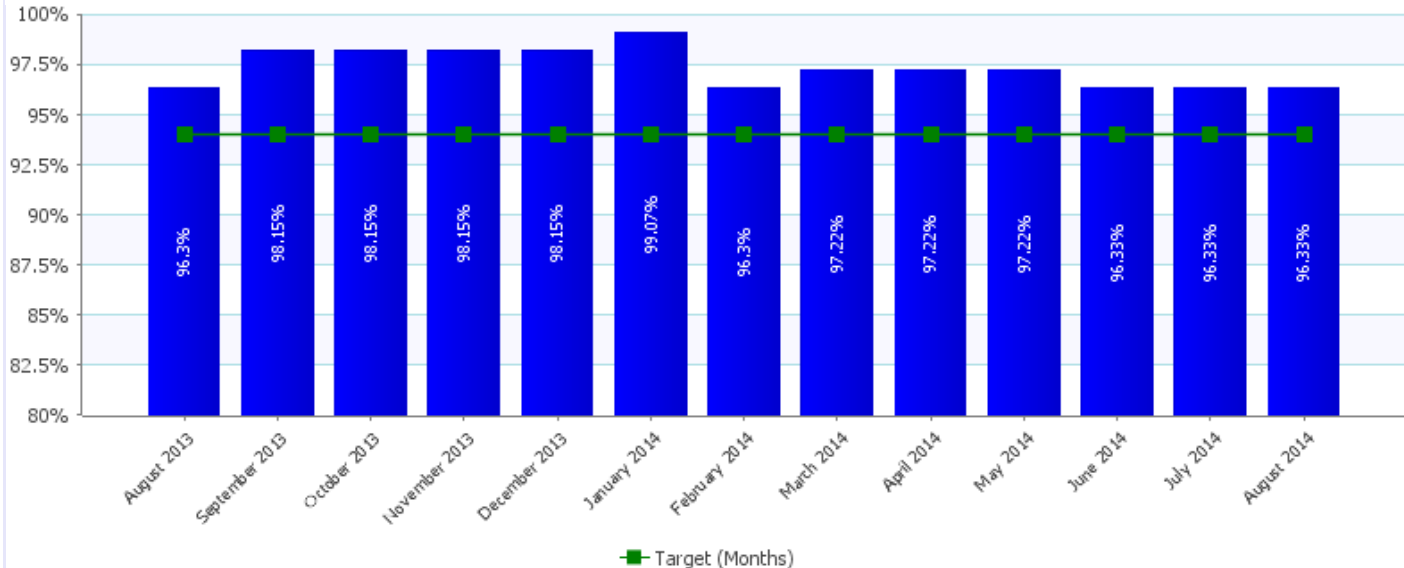
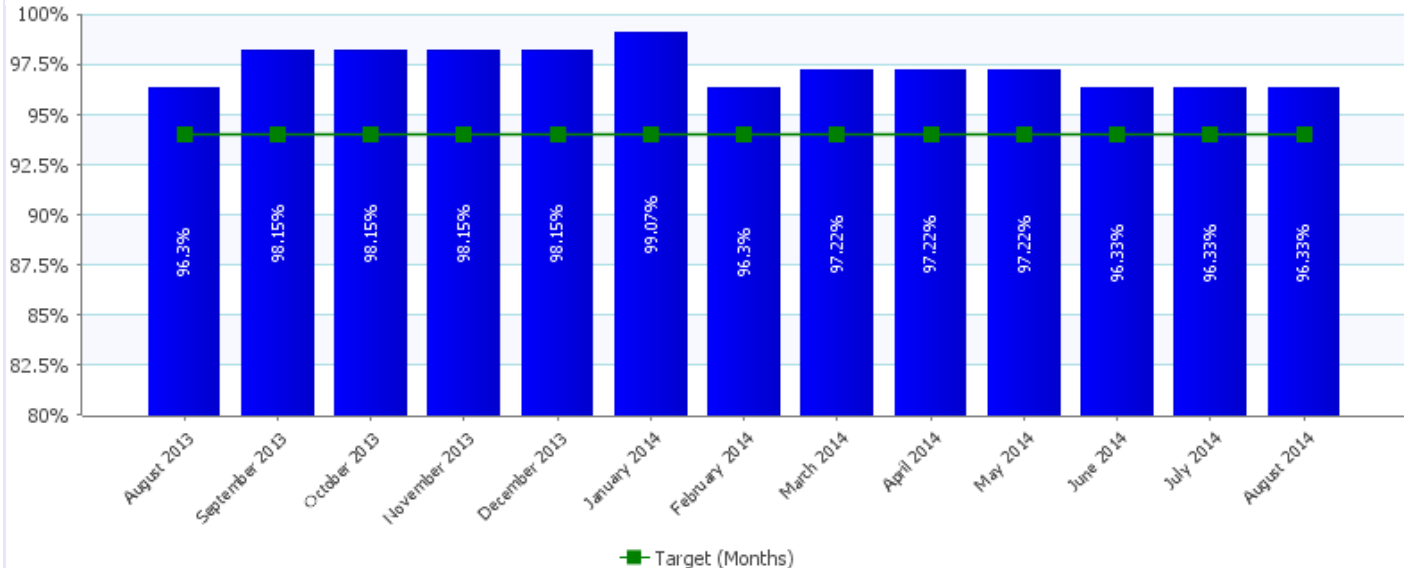
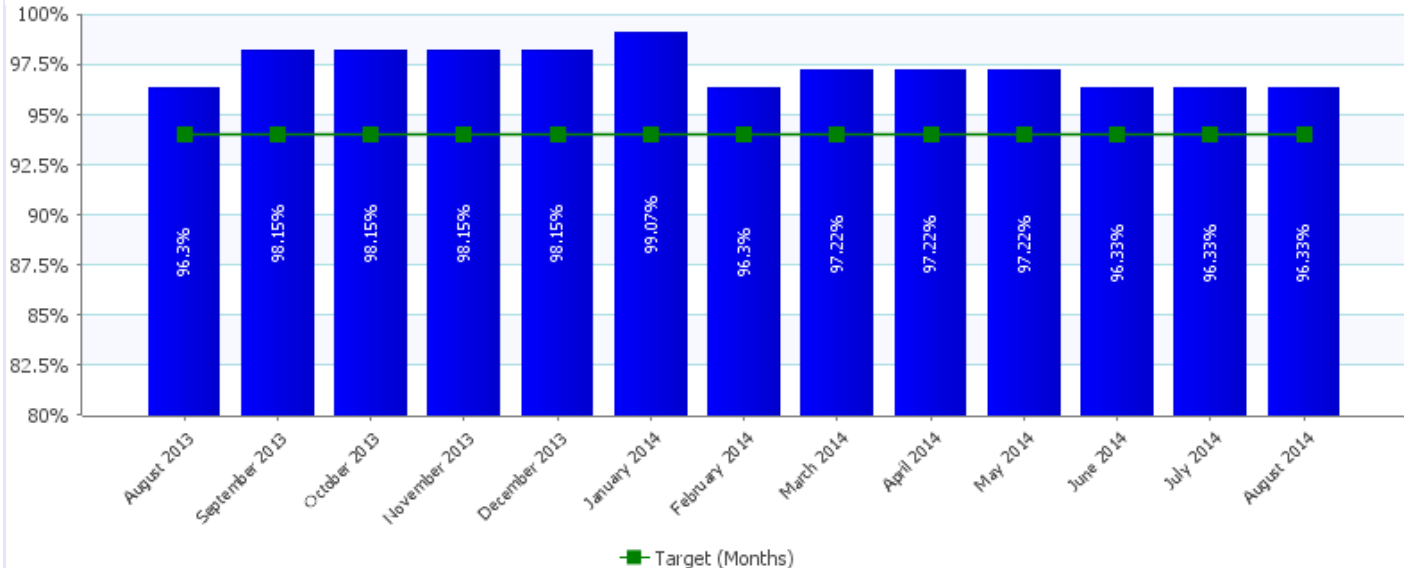
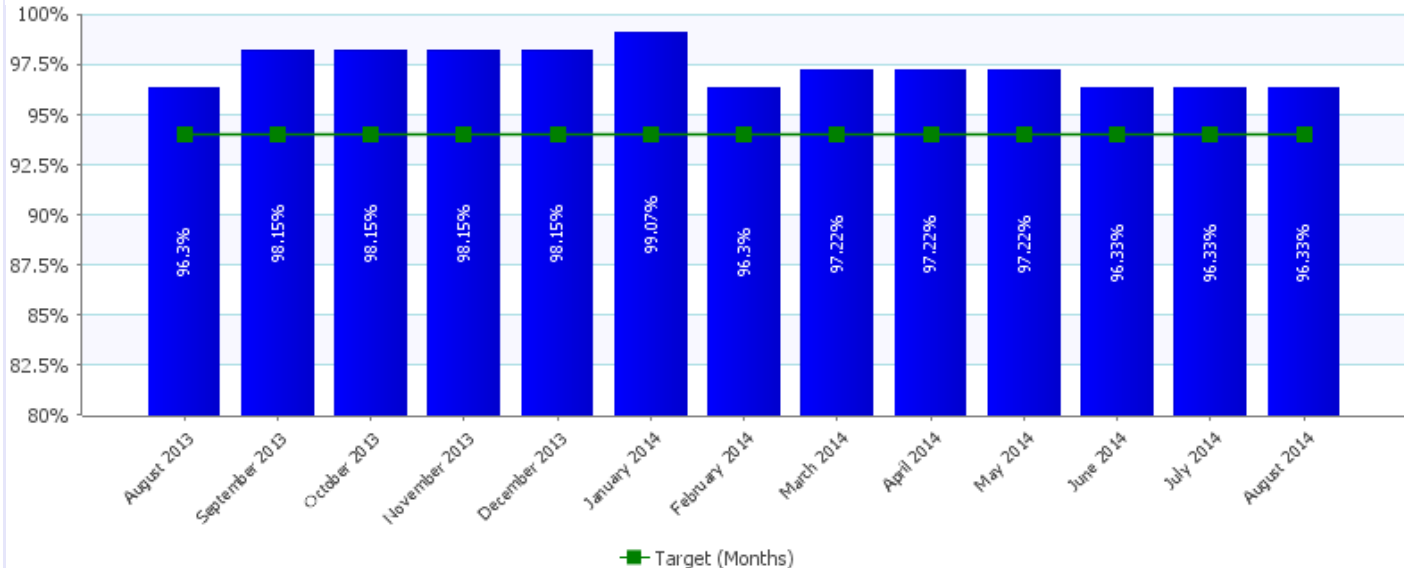
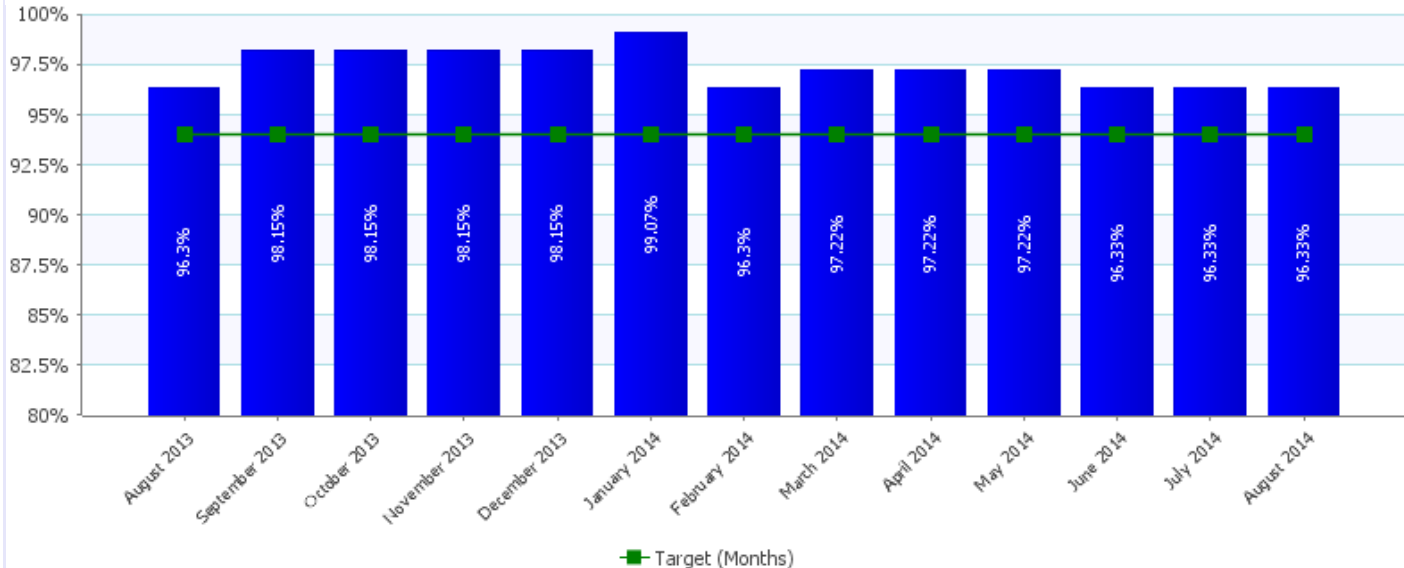
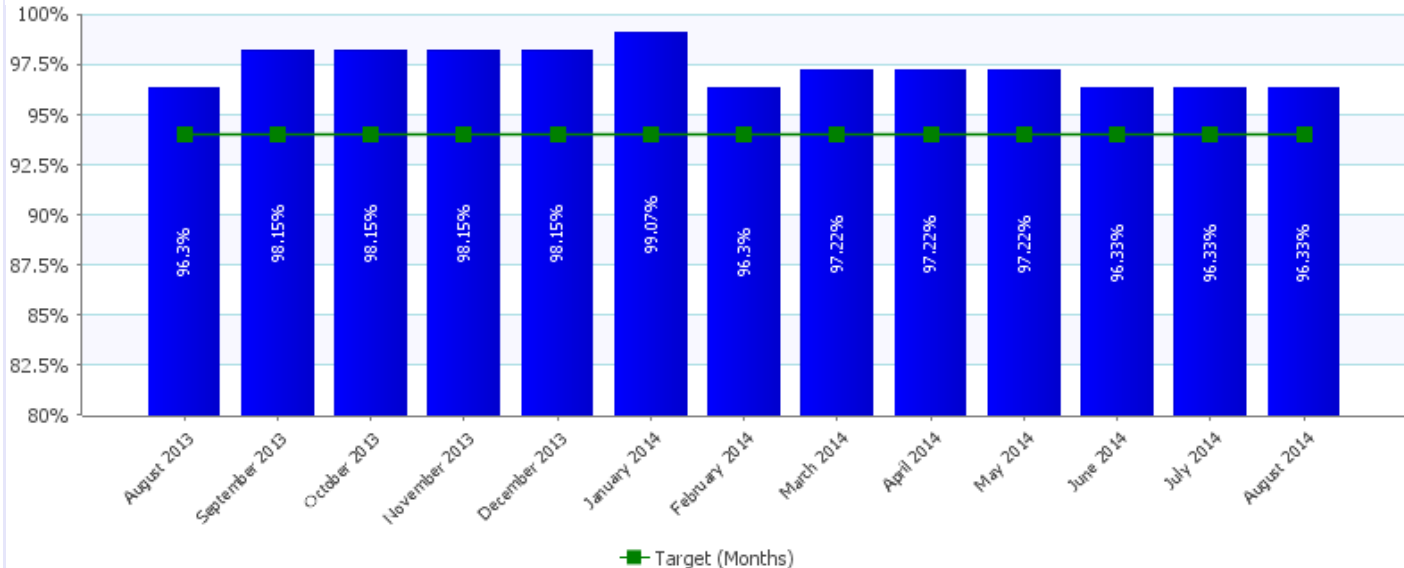
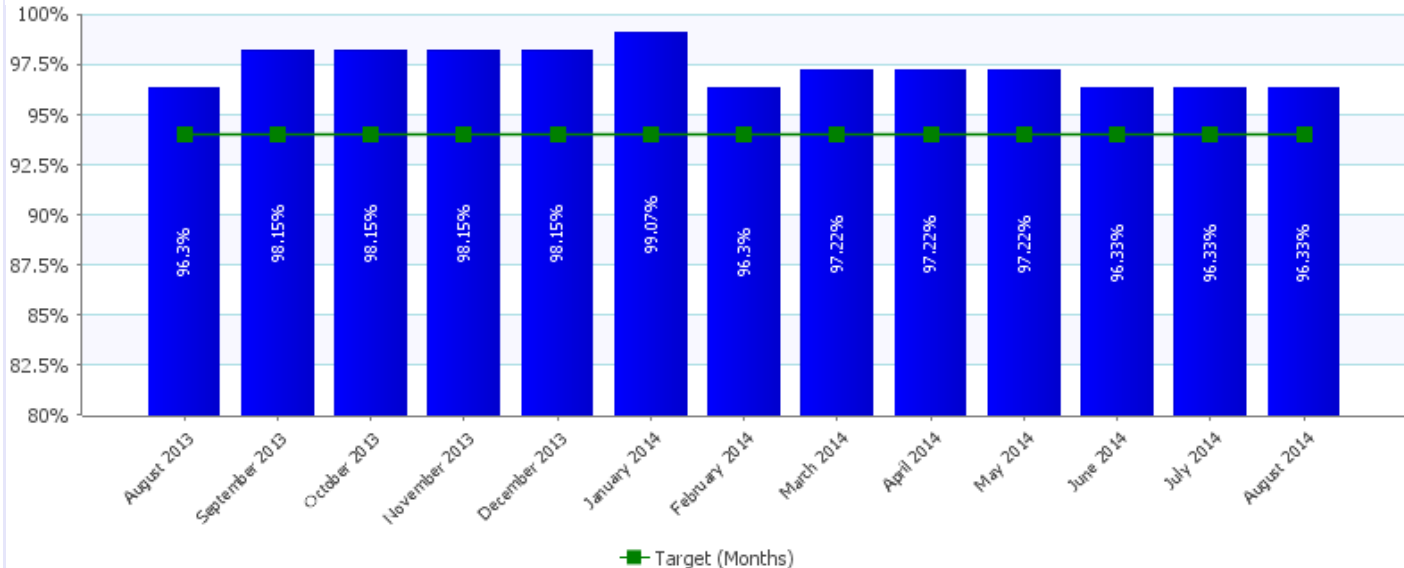
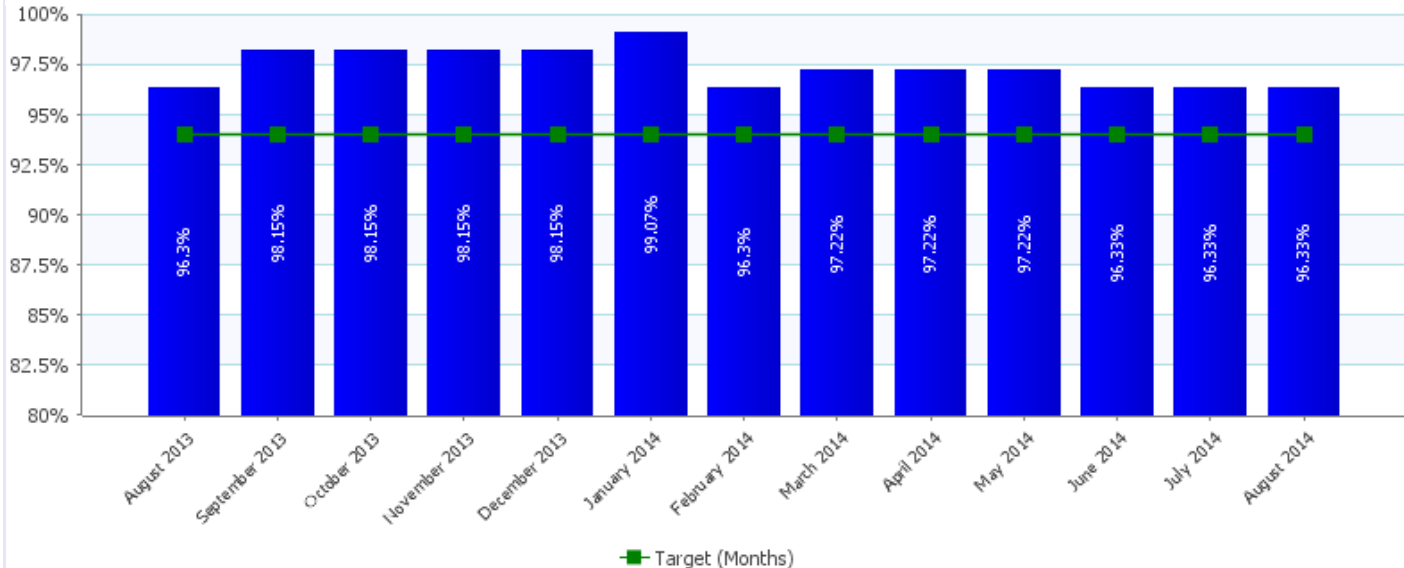
PDSP Development & Transport – APPENDIX TWO

PI Code & Short Name	CP:PMD161_9b.1a Industrial Portfolio - Percentage of Total Units Let.	PI Owner	zPMD_PIAAdmin; Stephen Letch; Jack Orr																																										
Description	<p>This is one of three Performance Indicators (PI) that record the occupancy levels of the major parts of the council's Tenanted Non-Residential Property (TNRP) portfolio, i.e. those properties that the council owns but does not occupy itself, and which are leased to third parties. This PI is based on 284 industrial units. The calculation of the PI was reviewed in April 2010 to ensure it's comparability with PI's produced by our benchmarking partners in other local authorities, and again in January 2013 to reflect changes in the portfolio. The base figure primarily consists of properties that are let on short term agreements, where occupancy levels are expected to be more volatile. Targets are reviewed annually in April and take account of the economic climate, the property market, and our rental income target. More details on the council's portfolio can be found on http://www.westlothian.com/pmd</p>	Data Collection Officer																																											
Linked PIs		Gauge Format Type	Aim to Maximise																																										
 <table><caption>Occupancy Data (Percentage of Total Units Let)</caption><thead><tr><th>Month</th><th>Occupancy (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>August 2013</td><td>88.73%</td><td>85%</td></tr><tr><td>September 2013</td><td>89.79%</td><td>85%</td></tr><tr><td>October 2013</td><td>88.38%</td><td>85%</td></tr><tr><td>November 2013</td><td>89.79%</td><td>85%</td></tr><tr><td>December 2013</td><td>89.08%</td><td>85%</td></tr><tr><td>January 2014</td><td>89.08%</td><td>85%</td></tr><tr><td>February 2014</td><td>90.85%</td><td>85%</td></tr><tr><td>March 2014</td><td>91.9%</td><td>85%</td></tr><tr><td>April 2014</td><td>92.25%</td><td>85%</td></tr><tr><td>May 2014</td><td>91.9%</td><td>85%</td></tr><tr><td>June 2014</td><td>92.25%</td><td>85%</td></tr><tr><td>July 2014</td><td>93.31%</td><td>85%</td></tr><tr><td>August 2014</td><td>94.37%</td><td>85%</td></tr></tbody></table> <p>■ Target (Months)</p>		Month	Occupancy (%)	Target (%)	August 2013	88.73%	85%	September 2013	89.79%	85%	October 2013	88.38%	85%	November 2013	89.79%	85%	December 2013	89.08%	85%	January 2014	89.08%	85%	February 2014	90.85%	85%	March 2014	91.9%	85%	April 2014	92.25%	85%	May 2014	91.9%	85%	June 2014	92.25%	85%	July 2014	93.31%	85%	August 2014	94.37%	85%	Last Update	August 2014
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Traffic Light Icon																																													
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Current Target	85%																																												
Trend Chart Commentary:	<p>The nature of most of the lease agreements - easy-in, easy-out, month to month - means that the occupancy level is particularly volatile. In previous years the performance has reflected the difficult conditions businesses faced in the economic recession, and occupancy fell regularly as a result of the credit crunch. However, steady improvement has been sustained over more than a year, as a result of work to improve the marketing and letting of our properties - specifically by varying the permitted uses, providing incentives for hard to let units, and more aggressive marketing. Trends are being closely monitored. We will continue to work on improving the attraction of our properties.</p>	Notes on Latest Data Entry	15-Aug-2014 Occupancy has improved slightly this month, continuing a general upward trend over the last twelve months																																										

PDSP Development & Transport – APPENDIX TWO

Occupancy levels are above target and there is a general upward trend over the past twelve months. However, despite a marginal improvement this month, tenancies are volatile and there is turnover of occupiers. This accounts for minor monthly variations. Capital expenditure has been committed on some estates to improve the property stock and tenant retention.

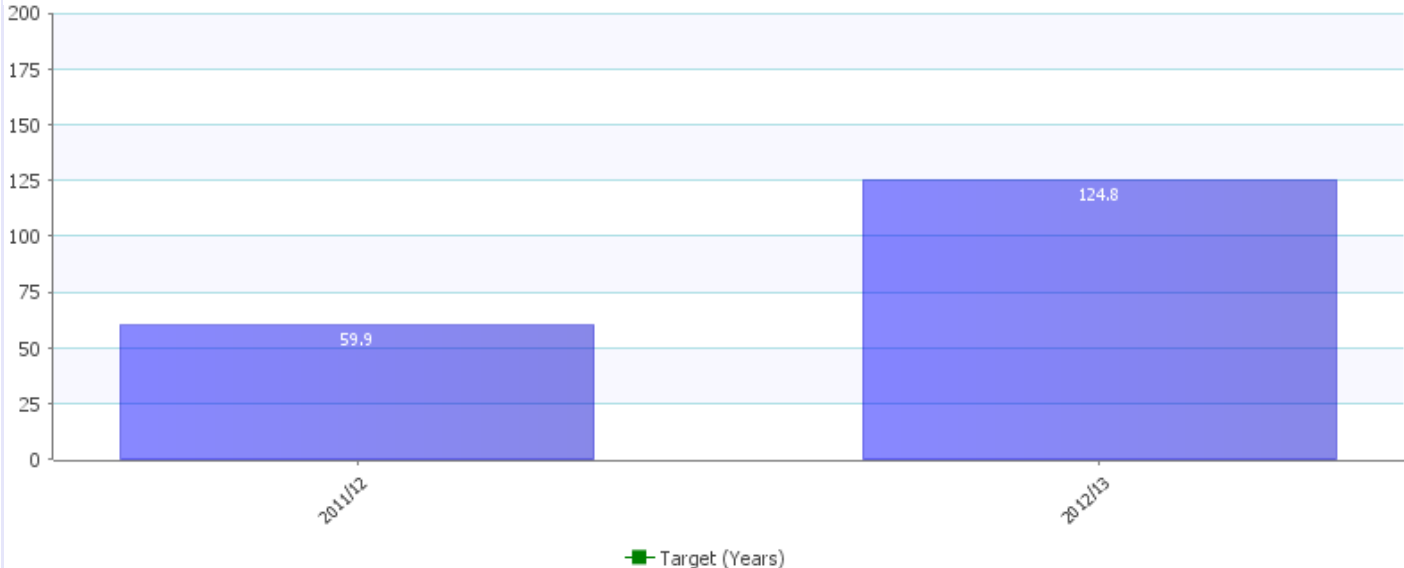

PDSP Development & Transport – APPENDIX TWO

PI Code & Short Name	CP:PMD162_9b.1a Retail Portfolio - Percentage of Total Shops Let.	PI Owner	zPMD_PIAAdmin; Stephen Letch; Jack Orr																												
Description	<p>This is one of three Performance Indicators that record the occupancy levels of the major parts of the council's Tenanted Non-Residential Property (TNRP) portfolio, i.e. those properties that the council owns but does not occupy itself, and which are leased to third parties. This PI is based on 108 shops in settlements throughout West Lothian. The calculation of the Performance Indicator was reviewed in April 2010 to ensure it's comparability with Performance Indicators produced by our benchmarking partners in other local authorities. The total also total reflects minor changes in the portfolio. Targets are reviewed annually in April and take account of the economic climate, the property market, and our rental income target. More details on the council's portfolio can be found on http://www.westlothian.com/pmd</p>	Data Collection Officer																													
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PI Code & Short Name	CP:PMD163_9b.1a Office Portfolio - Percentage of Office Units Let.	PI Owner	zPMD_PIAAdmin; Stephen Letch; Jack Orr
Description	This is one of three Performance Indicators that record the occupancy levels of the major parts of the council's Tenanted Non-Residential Property (TNRP) portfolio, i.e. those properties that the council owns but does not occupy itself, and which are leased to third parties. This PI is based on 38 self contained offices, or suites in multi-occupancy buildings. The calculation of the PI was reviewed in April 2010 to ensure it's comparability with PI's produced by our benchmarking partners in other local authorities. The total also reflects recent changes in the portfolio. Targets are reviewed annually in April and take account of the economic climate, the property market, and our rental income target. More details on the council's portfolio can be found on http://www.westlothian.com/pmd	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Maximise
		Last Update	August 2014
		Traffic Light Icon	
		Current Value	97.37%
		Current Target	84%
		Notes on Latest Data Entry	15-Aug-2014 Occupancy has improved marginally and is above our target.
Trend Chart Commentary: Occupancy levels are above target but are being closely monitored. During the last year there has been a general improvement in performance, but the market is still volatile and there is a lot of office space with which we are competing. This may also be a factor when trying to negotiate coming lease renewals. The Council also has a large proportion of small to medium size business occupiers, who may be particularly vulnerable in the current economic climate. Performance has improved this month and we are still above target. However, we are aware that some tenants are approaching the end of their leases and may terminate - as a consequence levels may fall again.			

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PI Code & Short Name	PPF453_9b.1c Decision-making timescales - average number of weeks to decision: major developments.	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI). Figures are relevant to Development Management, and Decision-making.</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>2011/12: 59.9</p> <p>2012/13: 124.8</p> <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	124.8
		Current Target	
<p>Trend Chart Commentary:</p> <p>This performance indicator records the average number of weeks to come to a decision for all major applications received and is "outwith" the control of the council, and is a reflection of the state of the national and local economy.</p> <p>As a percentage of all planning applications processed, major applications by far make up the smallest portion of types of applications determined. Thus a single application taking an extended time to determine can have a disproportionate impact on the overall average timescales.</p>		Notes on Latest Data Entry	10-Sep-2013 Total number of major developments in 2012/13 is 16.

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To highlight this, looking at the average number of weeks for major industrial developments, in 2011/12 the average timescale was 146 weeks. In 2012/13, this has reduced to 16 weeks. The higher figure from last year can be traced primarily back to an application for a maturation warehouse which took a considerable time to conclude a legal agreement.

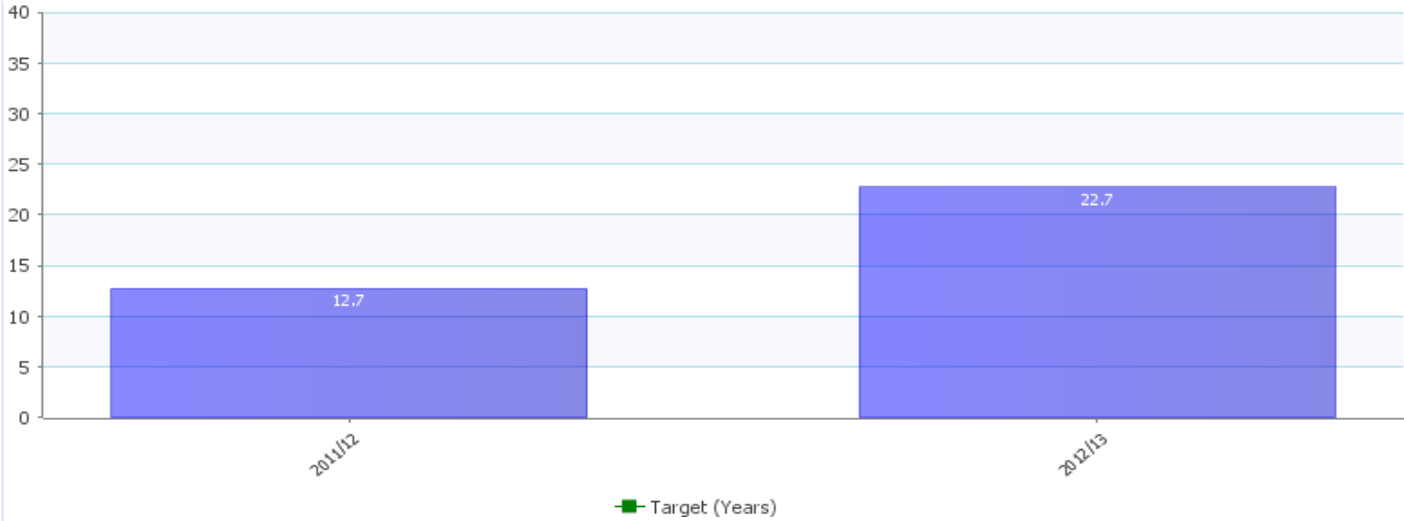

West Lothian received the fifth highest number of major applications in Scotland and the second highest major housing applications after Glasgow. The complex workload associated with major housing developments in particular generates very lengthy financial, legal, infrastructure and planning issues, in turn causing extended determination periods for these applications. There has been an increase in the time period taken to determine 16 major applications. In summary this time period is attributable to s75 negotiations, the failure of the developer to conclude outstanding requirements; the complexity of a brownfield site; the link between matters specified in a MSC application; complexities of landownership, design changes and the refusal of long term legacy cases.

There were seven major housing applications determined in this period. The time period for determination ranged from 85 weeks to 343 weeks with an average timescale of 233 weeks, an increase from 58 weeks last year.

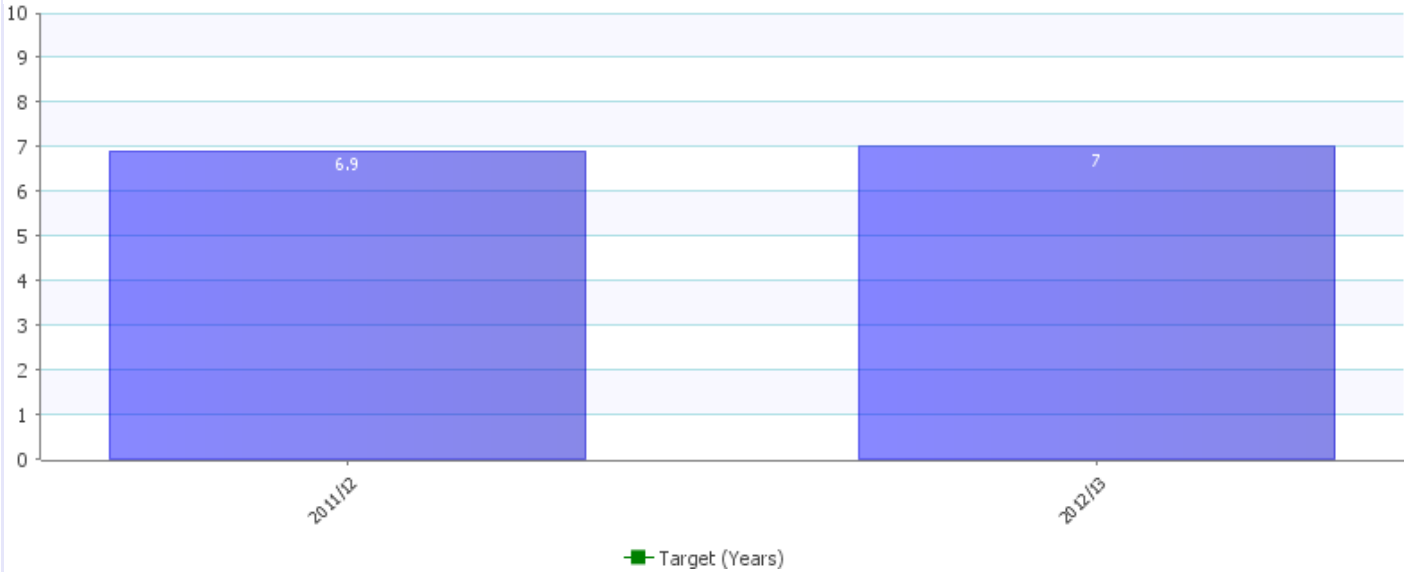

There are many reasons that can cause a delay in determination of a major planning application. Whilst this appears to be a significant increase in the time period for determining this type of planning application, it should be noted that the small number of major housing applications and the complexity of each case necessitating an extended period of time significantly skews these results.

For example, planning application 1012/P/05 for development of the Winchburgh Core Development Area was validated on 20 September 2005 but was not issued until 17 April 2012. This single major application for a 352ha residential and mixed use development, includes a new town centre, schools, a motorway junction and railway station and took some 343 weeks to conclude. This is due to the complexity of the legal agreement that was required to ensure developer contributions and infrastructure improvements for such a large and complex development. The timescale to conclude this application on its own therefore has a significant impact on the overall timescales to conclude major planning applications.

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PI Code & Short Name	PPF454_9b.1c Decision-making timescales - average number of weeks to decision: local developments (non-householder).	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI). Figures are relevant to Development Management, and Decision-making.</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	22.7
		Current Target	
Trend Chart Commentary: <p>This performance indicator records the average number of weeks to come to a decision for all local (non-householder) applications received and is "outwith" the control of the council, and is a reflection of the state of the national and local economy.</p> <p>There has been an increase in the time period to determine all local applications. Again, the conclusion of s75 for developer contributions is the principle factor for this, which older legacy cases being reported, some of which have not advanced for five or six year. While such s75 delays are in part due to a reluctance of developers to pay contributions, occupancy requirements and specific individual factors have also affected this.</p> <p>The overall increase in average timescales from 12.9 to 22.7 weeks again is largely attributable to s75 cases and the determination of long-term legacy cases.</p>		Notes on Latest Data Entry	

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PI Code & Short Name	PPF458_9b.1c Decision-making timescales- Local Developments (non-householder) : Local: less than 2 months (Average timescale (weeks)).	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI).</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are relevant to Development Management. Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	7
		Current Target	
<p>Trend Chart Commentary:</p> <p>This information confirms that the average time taken by the council to determine local non-householder developments is within the statutory timescale and is showing an improving trend.</p> <p>A minimum period of some four weeks is required to allow for validation, neighbour notification and, frequently, statutory advertising and</p>		Notes on Latest Data Entry	

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applications cannot be determined before the lapse of that time.



Additionally this category of application may attract developer contributions delivered by a legal agreement this extending the timescale and impacting upon average times.

There has been an increase in the time period to determine all local applications. Again, the conclusion of s75 agreements for developer contributions is the principle factor for this, with older legacy cases being reported, some of which have not advanced for five or six years. While such s75 delays are in part due to a reluctance of developers to pay contributions, occupancy requirements and specific individual factors have also affected this.

The overall increase in average timescales from 12.9 weeks to 22.7 weeks again is largely attributable to s75 cases and the determination of long-term legacy cases.

Figures here show a very modest increase in time and account for the majority of local application determinations. Typically these will be straight forward applications without the requirement for legal obligations.

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PI Code & Short Name	PPF459_9b.1c Average timescales in weeks taken to determine local planning applications, but excluding householder applications.	PI Owner	zPPF_PIAAdmin; Chris Norman
Description	This specified performance indicator, set by the Scottish Government as a National Headline Indicator and only commenced in 2011/2012, illustrates the average timescale in weeks all local planning applications which are determined by the council after being validated, but excludes householder applications. Householder applications tend to be less technically complex and their exclusion will increase the overall percentage of applications determined.	Data Collection Officer	Steve McLaren
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>2011/12: 26.2</p> <p>2012/13: 46.4</p> <p>Target (Years)</p>		Last Update	Q1 2013/14
		Traffic Light Icon	
		Current Value	36.6
		Current Target	
<p>The reporting of an average timescale will by definition reflect the impact of lengthy decision making timescales and frequently the length of time taken to finalise a planning permission is outwith the control of the council. The conclusion of a section 75 agreement is the principle factor for this, followed by the determination of older legacy cases, some of which have not advanced for 5 – 6 years.</p> <p>This time taken to determine a planning application can vary significantly from month to month as the complexity of applications being determined will vary from month to month. It should also be noted that the performance indicator set by the Scottish Government must allow for the determination of major applications. In 2012/13 the council had the second highest percentage of major applications of all planning authorities and the impact is, therefore, exacerbated. Additionally in eight of the months in the trend chart the applications determined included major applications whereby there is a statutory target of four months. The number of major applications across all planning authorities for 2013/14 is not currently available.</p> <p>The annual average period of determination includes complex applications with a legal agreement, legacy cases, cases where revised plans have</p>		Notes on Latest Data Entry	

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been required to overcome planning objections and the submission of changes from the applicant. The conclusion of planning obligations and changes to proposals brought about by the applicant contributed to the council's lengthier determination of applications.

Legacy cases are those applications which have been with the council for a long period of time and on which no progress has been made. These cases are systematically being disposed of which is also impacting on performance. There is no statutory definition of a 'legacy case', but when the data for 2013-2014 is provided by Scottish Government a commentary will set out those cases where an elongated timescale was taken, thereby affecting average timescales and the reasons for this.

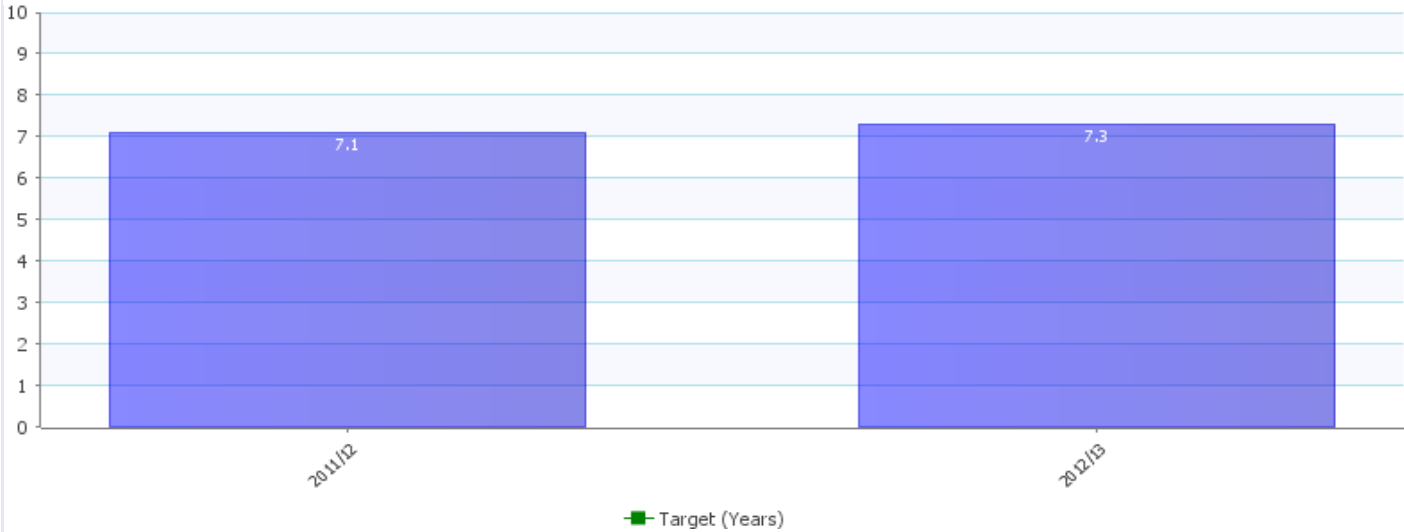

The council has policies that require developer contributions and the securing of such contributions will necessitate a legal agreement that will increase average timescales for the determination of planning applications.

The data for the financial year 2013 -2014 is provided by Scottish Government based upon quarterly returns submitted by the council. Figures submitted to the Scottish Government for 2013/14, unlike those for previous years, take account of 'stopping the clock' whereby defined periods of inactivity outwith the control of the council are discounted for from the overall calculation.

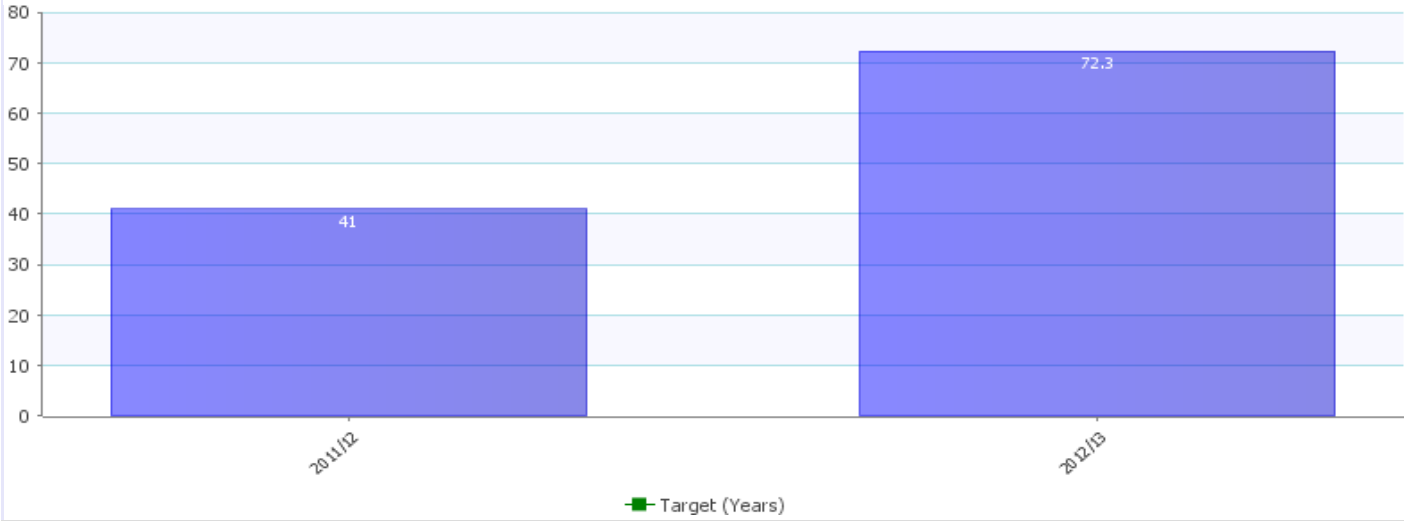

The data has yet to be provided by Scottish Government to enable the trend chart commentary including this financial year to be prepared. It is anticipated that this data will be available to the council by 22nd May 2014.

The target will be to minimise the average time taken to determine such applications and is set at the mid-point between the previously reported figures at 36 weeks

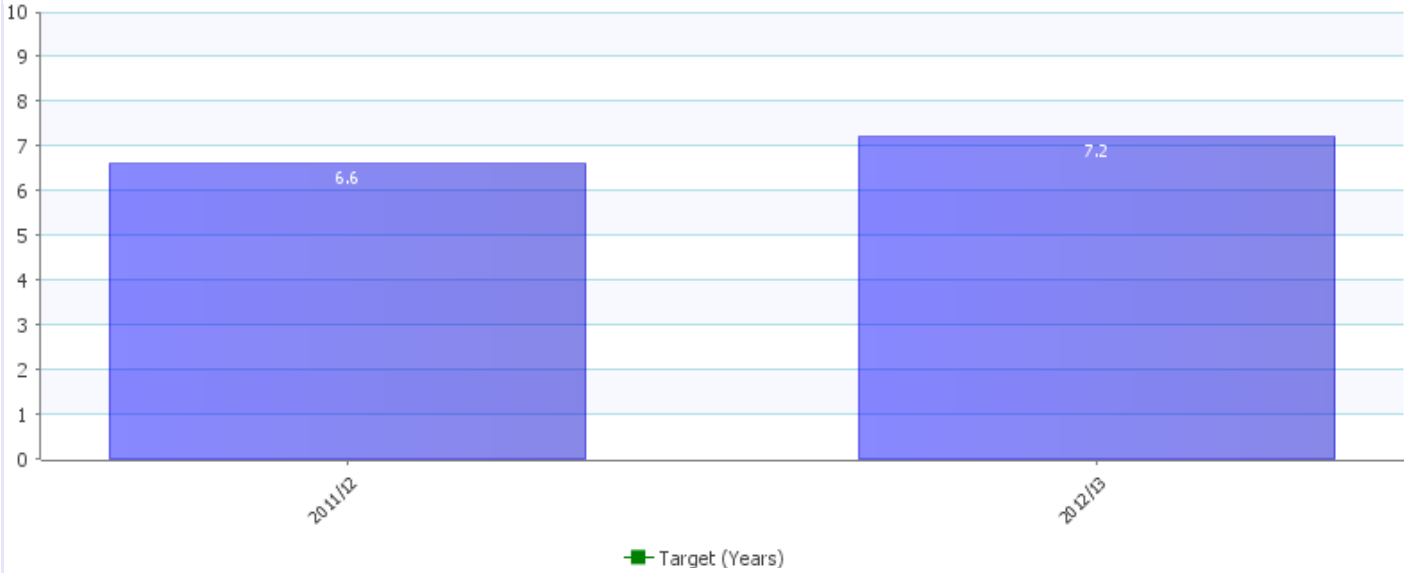

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PI Code & Short Name	PPF462_9b.1c Housing Developments - Major - Local Housing Developments : Local: less than 2 months (Average timescale (weeks)).	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI). Figures are relevant to Development Management.</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>7.1</p> <p>7.3</p> <p>2011/12</p> <p>2012/13</p> <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	7.3
		Current Target	
<p>Trend Chart Commentary:</p> <p>There has been an increase in the amount of time taken to determine local housing developments. The council's thresholds for developer contributions mean that even planning applications for single houses must be subject to developer contributions and this by definition requires a legal agreement to be factored in to the determination period.</p> <p>Whilst there is a significant increase in this time period for determining this type of planning application, it should be noted that a small number of applications taking an extended period of time skews these results.</p> <p>Such applications will tend to be the more straightforward cases and there has only been a very modest increase in the amount of time taken.</p>		Notes on Latest Data Entry	22-Jul-2013 total number of decisions within period was 28

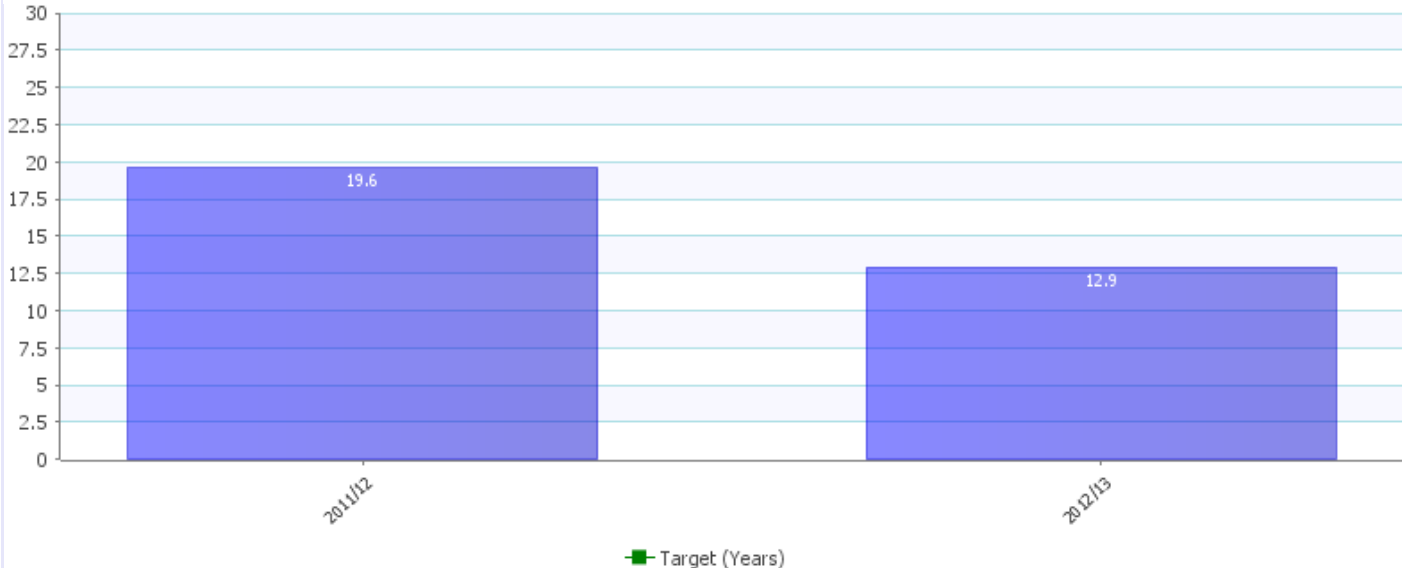

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PI Code & Short Name	PPF463_9b.1c Housing Developments - Major - Local Housing Developments : Local: more than 2 months (Average timescale (weeks)).	PI Owner	zPPF_PIAAdmin; Craig McCorrison
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI). Figures are relevant to Development Management.</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked Pls		Gauge Format Type	Aim to Minimise
 <p>41</p> <p>72.3</p> <p>2011/12</p> <p>2012/13</p> <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	72.3
		Current Target	
		Notes on Latest Data Entry	
<p>Trend Chart Commentary:</p> <p>There has been an increase in the amount of time taken to determine local housing developments. The council's thresholds for developer contributions mean that even planning applications for single houses must be subject to developer contributions and this by definition requires a legal agreement to be factored in to the determination period.</p> <p>Whilst there is a significant increase in the time period for determining this type of planning application, it should be noted that a small number of applications taking an extended period of time skew these results.</p> <p>The year on year increase here will again be attributable to the complexity of cases and the need for developer contributions and the rise in the number of local applications taking over two months is offset by a reduction in the number of such applications taking under two months.</p>			

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PI Code & Short Name	PPF464_9b.1c Business and Industry - Major - Local Housing Developments - Local: less than 2 months (Average timescale (weeks)).	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI). Figures are relevant to Development Management.</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked Pls		Gauge Format Type	Aim to Minimise
 <p>6.6</p> <p>7.2</p> <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	7.2
		Current Target	
<p>Trend Chart Commentary:</p> <p>There has been a modest improvement in the time periods for handling local business and industry cases.</p> <p>The majority of the local business and industry cases were determined in under two months and within the statutory two month determination period.</p>		Notes on Latest Data Entry	

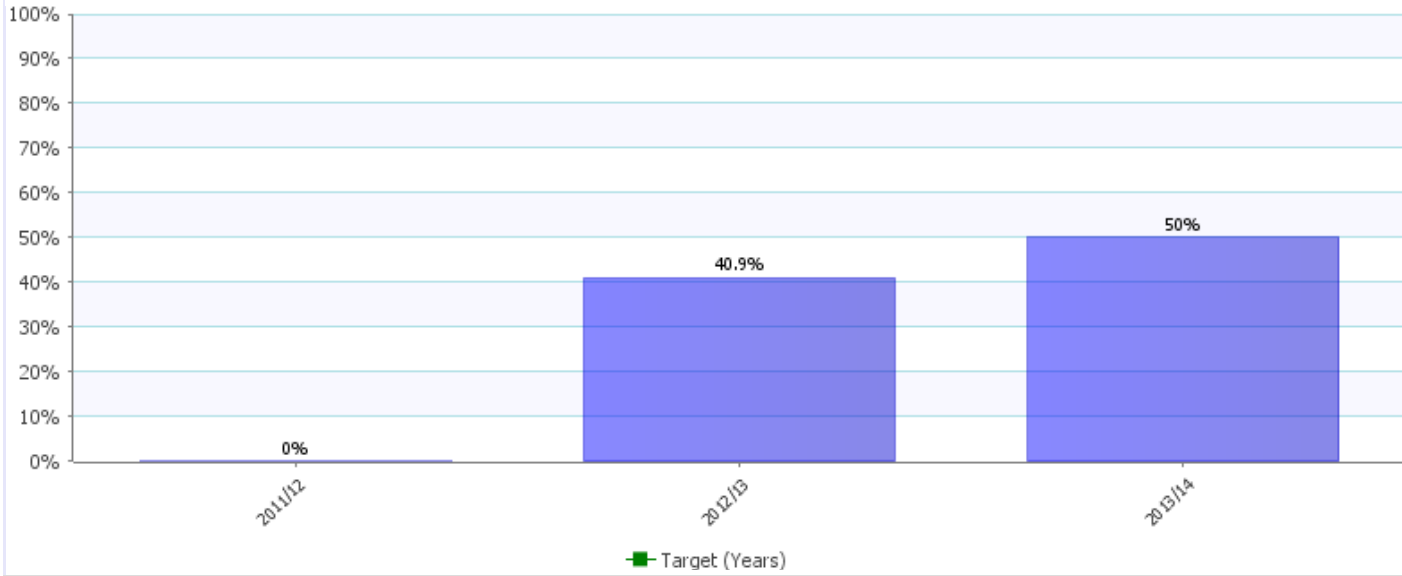

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PI Code & Short Name	PPF465_9b.1c Business and Industry - Major - Local Housing Developments - Local: more than 2 months (Average timescale (weeks)).	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI).</p> <p>An analysis of the council's 'Official Statistics' on performance reveals a combination of trends when seen on a year on year basis. The reporting of 'average' timescales will, by definition, reflect the impact of lengthy decision making periods and there are many reasons why elongated periods do occur. Reasons can include changes to the contents of a planning application as submitted by the applicant, the time taken to agree heads of terms for a planning obligation and the actual negotiation to completion of that agreement.</p> <p>Figures are relevant to Development Management. Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p>	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	12.9
		Current Target	
Trend Chart Commentary: There has been a modest improvement in the time periods for handling local business and industry cases. There has been a reduction in the number of local business and industry cases taking more than two months to determine.		Notes on Latest Data Entry	

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PI Code & Short Name	PPF467_9b.1c Decision-making timescales - Other consents (Average timescale (weeks)).	PI Owner	zPPF_PIAAdmin; Craig McCorriston
Description	<p>As part of the Planning Performance Framework Annual Report to the Scottish Government, this is a National Headline Indicator (NHI). Figures are relevant to Development Management. Figures are collated on an annual basis, and returned to the Scottish Government late September of each year.</p> <p>* Other consents - consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.</p>	Data Collection Officer	
Linked PIs		Gauge Format Type	Aim to Minimise
 <p>2011/12: 11.6</p> <p>2012/13: 16.1</p> <p>Target (Years)</p>		Last Update	2012/13
		Traffic Light Icon	
		Current Value	16.1
		Current Target	
<u>Trend Chart Commentary:</u> There has been an improvement in the average timescale for determination of other consents.		Notes on Latest Data Entry	

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PI Code & Short Name	PPF471_9b.1c The percentages of planning appeals lodged with Scottish Ministers and statutory reviews submitted to the council’s Local Review Body whereby the outcome is in favour of the appellant.	PI Owner	zPPF_PIAAdmin; Chris Norman								
Description	This performance indicator measures the number of occasions when a decision to refuse planning permission is dismissed by a statutory process in the form of an appeal to Scottish Ministers or a review to the council’s Local Review Body. For those applications refused by the council or a committee of the council the right to a statutory appeal is to Scottish Ministers. If an application is refused planning permission under the delegated powers of the development management manager the aggrieved applicant can seek a review of that decision from the council’s local review body.	Data Collection Officer	Steve McLaren								
	The performance indicator illustrates the percentage of occasions when the decision on appeal or at review is in favour of the applicant, and planning permission is granted contrary to the position of the council or the development management manager. A lower percentage means that more of the decisions of the council or the development management manager are vindicated.										
Linked PIs		Gauge Format Type	Aim to Minimise								
 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>2011/12</td><td>0%</td></tr><tr><td>2012/13</td><td>40.9%</td></tr><tr><td>2013/14</td><td>50%</td></tr></table>		Year	Percentage	2011/12	0%	2012/13	40.9%	2013/14	50%	Last Update	2013/14
		Year	Percentage								
		2011/12	0%								
		2012/13	40.9%								
		2013/14	50%								
Traffic Light Icon											
Current Value	50%										
		Current Target									
The determination of a planning application is a matter of judgement. This will invariably mean that a reporter appointed by Scottish Ministers or the council’s local review body when considering an appeal or a review may take a different view on the acceptability of any planning application.		Notes on Latest Data Entry									

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In 2013/2014 there were 17 appeal decisions and 17 statutory review decisions made.

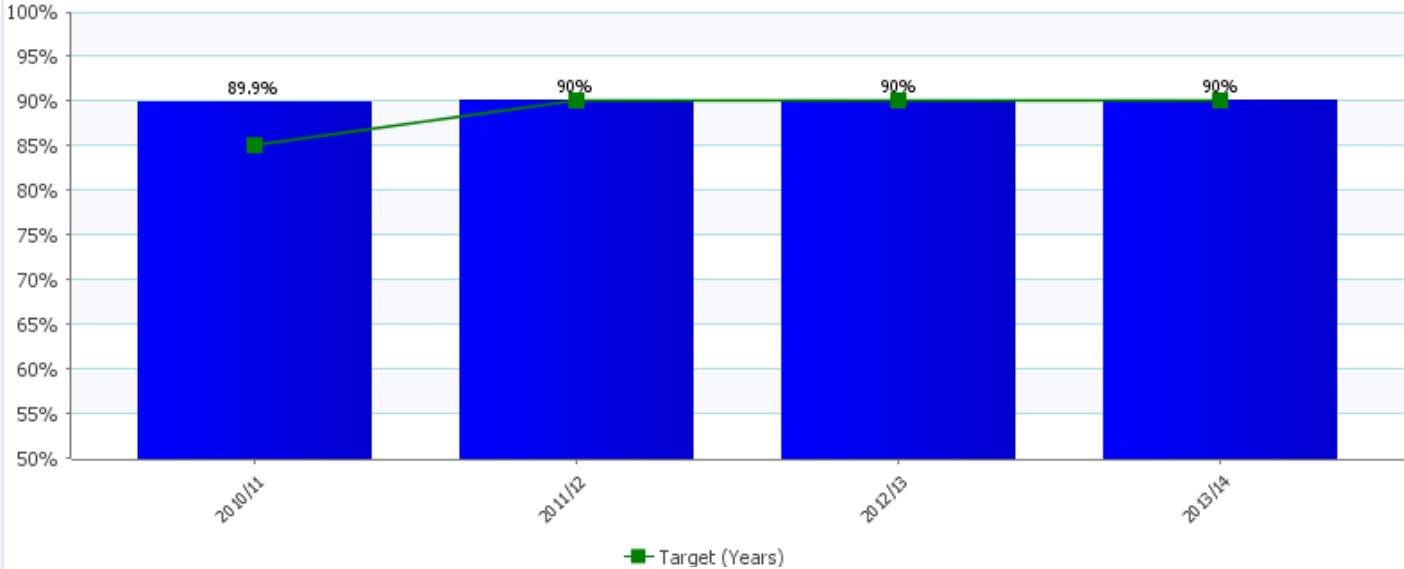

In 2013/2014, Twelve appeal decisions determined by a reporter were in favour of the appellant; two of these decisions relate to applications refused by the council in the previous financial year. Five appeal decisions between 2013/ 2014 were in favour of the council.

In 2013/ 2014 seventeen review decisions were made by the Local Review Body; five of these decisions were in favour of the applicant and twelve were of the same view as that of the development management manager who issued a delegated decision to refuse the application.

Of all 34 decisions made in 2013/2014 by Scottish Ministers or the Local Review Body 50% were considered in the applicant's favour. Of these, 70% (12 applications) of appeals were determined in the applicant's favour by a reporter appointed by Scottish Ministers; 30% (5 applications) of reviews conducted by the Local Review Body were found in favour of the appellant.

The target is zero, although this is out with the control of the council and the development management service.

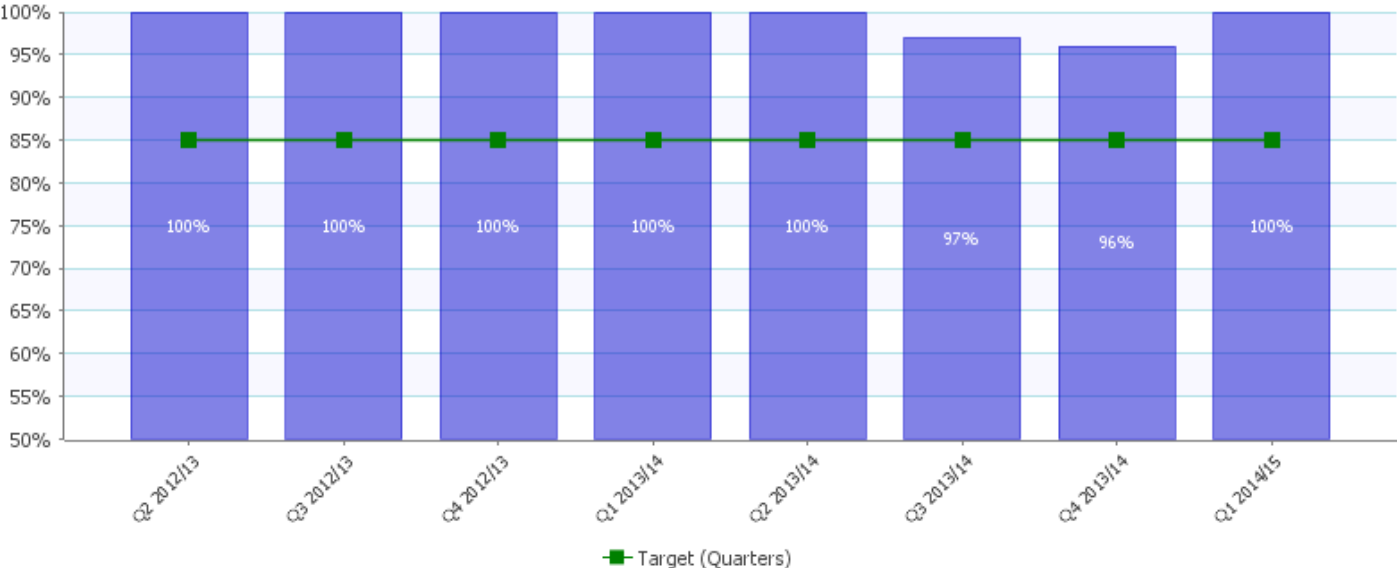

PDSP Development & Transport – APPENDIX TWO

PI Code & Short Name	P:PTS002_9b.1b Percentage of residents with access to an hourly or more frequent bus service.	PI Owner	zPTS_PIAAdmin; Ian Forbes
Description	This performance indicator measures the number of West Lothian residents who live within 800 metres of an hourly or more frequent bus service. This is a simple accessibility indicator adopted by the council in April 2011. The indicator is defined as the percentage of residents within a 10 minute walk of a bus stop with an hourly, or more frequent, daytime (Monday to Saturday) service. A 10 minute walk equates to about 800m at a walking speed of 3 miles per hour. The indicator does indicate the level of availability of at least a basic level of public transport in West Lothian.	Data Collection Officer	Ian Forbes
Linked PIs		Gauge Format Type	Aim to Maximise
 <p>89.9% 90% 90% 90%</p> <p>2010/11 2011/12 2012/13 2013/14</p> <p>—■ Target (Years)</p>		Last Update	2013/14
		Traffic Light Icon	
		Current Value	90%
		Current Target	90%
<u>Trend Chart Commentary</u> <p>The majority of bus services in West Lothian are profitable and operate on a commercial basis without council subsidy. These services need no council approval and the council cannot influence their availability or design. Commercial services tend to be the busiest routes and the busiest times of operation. Councils can only legally provide services they deem to be socially necessary once the extent of the commercial network is known. Council contract bus services build on the commercial core and can increase the number of residents with access to services at the level defined by the indicator by either providing new bus or Taxibus services to places otherwise unserved or by adding additional subsidised journeys onto otherwise commercial bus services to bring their availability up to the standard to meet the indicator definition.</p> <p>The commercial bus network, accounting for approximately 80% of bus mileage in West Lothian, has remained static under the measurement of this PI in recent years. An ever-present risk to the council is the loss of some part or parts of the commercial bus network due to an operator finding that a service or services have become unprofitable. Any loss of this kind could affect the PI.</p>		Notes on Latest Data Entry	

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<p>An evaluation model has been used to measure this PI since 2011 and the figure for September 2012 (when reviewed council contract bus services were last fundamentally changed) of 90.0% is used as a baseline and provision has been maintained at this level since. For future years our target, as a minimum, will be to at least maintain this level of provision as long as there is stability in commercial bus service provision and continued availability of council resources to provide service subsidies for contract services.</p>		
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PI Code & Short Name	RTS231_6b.3 Draft Road Construction Consents completed within 12 weeks.	PI Owner	zTRA_PIAAdmin; Graeme Malcolm
Description	<p>This performance indicator measures the time taken to process draft road construction consents.</p> <p>When a developer wishes to build a road that is to be maintained by the council in future they are required to apply for a road construction consent. The approval of road construction consents is carried out in two stages; stage 1 draft approval and stage 2 final approval. Transportation Services has a core service standard to complete draft road construction consents within 12 weeks of an application being lodged with us. This indicator monitors our performance over a rolling 12 month period.</p> <p>The number of applications/RCC Final consents processed in any 12 month period is relatively small and can vary quite a lot. Therefore, the target chosen of 85% is a realistic target that reflects the large changes in percentage values that can occur when only a small number of applicants/RCC Final consents are processed.</p>	Data Collection Officer	Jim Stewart
Linked PIs		Gauge Format Type	Aim to Maximise
		Last Update	Q1 2014/15
		Traffic Light Icon	
		Current Value	100%
		Current Target	85%
Trend Chart Commentary: For each quarter this trend indicator shows the performance during the previous 12 months. From quarter 2 2012/13 we have exceeded our performance target each quarter with the exception of Quarter 3 2013/14. In this period 9 out of 12 consents were completed with 12 weeks. The drop in performance was as a result of the nature of the requests and the work and investigation required by staff to process these. We work closely with developers to keep them up to date with the status of their consent and to process them as quickly as possible		Notes on Latest Data Entry	19-Aug-2014 19 applications were assessed in this rolling 12 month period. All were processed within the 12 week processing time period.

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PI Code & Short Name	RTS232_6b.3 Final Road Construction Consent Completed within 4 weeks.		PI Owner	zTRA_PIAAdmin; Graeme Malcolm																												
Description	This performance indicator measures the time taken to process final road construction consents.		Data Collection Officer	Jim Stewart																												
	When a developer wishes to build a road that is to be maintained by the council in future they are required to apply for a road construction consent. The approval of road construction consents is carried out in two stages; stage 1 draft approval and stage 2 final approval. Transportation Services has a core service standard to complete final road construction consents within 4 weeks of an application being lodged with us. This indicator monitors our performance over a rolling 12 month period.																															
	The number of applications/RCC Final consents processed in any 12 month period is relatively small and can vary quite a lot. Therefore, the target chosen of 85% is a realistic target that reflects the large changes in percentage values that can occur when only a small number of applicants/RCC Final consents are processed.																															
Linked PIs			Gauge Format Type	Aim to Maximise																												
<table><caption>Performance Data (Quarters)</caption><thead><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q2 2012/13</td><td>100%</td><td>85%</td></tr><tr><td>Q3 2012/13</td><td>100%</td><td>85%</td></tr><tr><td>Q4 2012/13</td><td>83%</td><td>85%</td></tr><tr><td>Q1 2013/14</td><td>88%</td><td>85%</td></tr><tr><td>Q2 2013/14</td><td>86%</td><td>85%</td></tr><tr><td>Q3 2013/14</td><td>86%</td><td>85%</td></tr><tr><td>Q4 2013/14</td><td>82%</td><td>85%</td></tr><tr><td>Q1 2014/15</td><td>80%</td><td>85%</td></tr></tbody></table>			Quarter	Performance (%)	Target (%)	Q2 2012/13	100%	85%	Q3 2012/13	100%	85%	Q4 2012/13	83%	85%	Q1 2013/14	88%	85%	Q2 2013/14	86%	85%	Q3 2013/14	86%	85%	Q4 2013/14	82%	85%	Q1 2014/15	80%	85%	Last Update	Q1 2014/15	
			Quarter	Performance (%)	Target (%)																											
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Q4 2013/14	82%	85%																														
Q1 2014/15	80%	85%																														
			Traffic Light Icon																													
			Current Value	80%																												
			Current Target	85%																												
Trend Chart Commentary: For each quarter this trend indicator shows the performance during the previous 12 months. From quarter 2 2012/13 we have exceeded or met our performance target of 85% with the exception of quarter 4 2012/13 and quarter 4 2013/14. Where performance is below target, as in both of these periods, this reflects either 1 or 2 consents which were not issued within the 4 week timescale. The reason for this is down to the nature of the consent requested and the work and investigation required to deal with it. We work closely with developers to keep them up to date with the status of their consent and to process them as quickly as possible.			Notes on Latest Data Entry	19-Aug-2014 25 Road Construction Consents were issued in this rolling 12 month period. 5 of which were not issued within the 4 week period. Long term staff illness delayed issue of some consents. All consents issued in Q1 of 2014/2015 were issued in time.																												

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END OF REPORT