



Development and Transport Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

14 February 2018

A meeting of the **Development and Transport Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Monday 19 February 2018 at 10:00am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Minutes :-
 - (a) Confirm Draft Minutes of Meeting of Development and Transport Policy Development and Scrutiny Panel held on Tuesday 05 December 2017 (herewith).
 - (b) Confirm Draft Minutes of Meeting of Development and Transport Policy Development and Scrutiny Panel held on Thursday 21 December 2017 (herewith).
5. Petition - LBS1 and LBS31 Local Bus Services - Report by Head of Operational Services (herewith)
6. West Lothian Local Development Plan - Development Plan Scheme

DATA LABEL: Public

No.10 - Report by Head of Planning, Economic Development and
Regeneration (herewith)

7. Quarterly Performance Report - Report by Head of Planning, Economic
Development and Regeneration (herewith)

8. Workplan (herewith)

NOTE **For further information please contact Val Johnston, Tel No.01506
281604 or email val.johnston@westlothian.gov.uk**

MINUTE of MEETING of the DEVELOPMENT AND TRANSPORT POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 5 DECEMBER 2017.

Present – Councillors Tom Conn (Chair), Chris Horne, Tom Kerr, Dave King (substituting for Cathy Muldoon), Dom McGuire and David Tait (substituting for Robert De Bold)

Apologies – Councillors Cathy Muldoon, David Dodds and Robert De Bold

In Attendance – Robin Lever (Senior People's Forum Representative)

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. MINUTE

The Panel confirmed the Minute of its meeting held on 14 August 2017. The Minute was thereafter signed by the Chair.

3. DRAFT SUPPLEMENTARY GUIDANCE - NEW DEVELOPMENT IN THE COUNTRYSIDE

The Panel considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration advising of the preparation of statutory supplementary guidance (SG) on the subject of "New Development in the Countryside" in support of the West Lothian Local Development Plan (WLLDP).

The report recalled that the current suite of Supplementary Planning Guidance (SPG) was prepared to support the adopted West Lothian Local Plan. In general these had served the council well but with the replacement of the WLLP now imminent there was a requirement to review and replace it.

With regard to the subject of "New Development in the Countryside" the opportunity had been taken to update the guidance to frame it as statutory supplementary guidance to support the new WLLDP.

The protection and enhancement of the built, natural and historic qualities of the countryside were important considerations and these attributes were to be maintained and enhanced wherever possible. There was a range of policies in the West Lothian Local Development Plan which protected these valued environments and it was the case that proposals would continue to be resisted if they were likely to give rise to adverse environmental impacts which could not be mitigated.

The WLLDP did nevertheless identify the circumstances where an

exception could be made to an otherwise general policy of restraint in relation to development in the countryside. These were primarily where development could help support the rural economy and where there was evidenced and justifiable locational need.

The new SG, a copy of which was attached to the report at Appendix 1, amplified twelve specific categories of development and these were summarised in the report. The final chapter of the new SG also provided an overarching planning and design guide relative to new houses in the countryside. It also had regard to and was compliant with all relevant national planning policies which were set out in the Strategic Development Plan and the policies of the LDP in relation to rural development.

The SG was a comprehensive resource purposefully designed to help prospective applicants navigate the process of making a successful planning application for development in the countryside and to ensure a consistent application of planning policy.

The current SPG had been in place for more than 10 years, but despite this, it remained robust and could generally be regarded as having done a good job in supporting the council when taking decisions on planning applications for development in the countryside. As a consequence there had been no need to fundamentally or significantly change the substance of the guidance and the new SG was considered a “refresh”, with the opportunity having been taken to remove and replace references to superseded legislation, websites and publications and to correct any errors or omissions.

It was proposed that public consultation on the SG would be carried out over a six week period commencing in January 2018. This would include consultation with relevant parties as well as a selection of developers, their agents and community councils and include publication of draft guidance on the council’s website.

The outcome of the consultation would be reported to Council Executive at a future date and as the guidance was intended to be “statutory” and in support of the West Lothian LDP it would also require to be submitted to the Scottish Government for approval.

There then followed a questions and answers session and included a question on how the SG addressed tenant farmers who were being removed from the tenancy but being provided with a parcel of land which could then to be developed for residential purposes. The Head of Planning, Economic Development and Regeneration undertook to review the wording in the policy to address this particular issue.

A question was also raised with regards to including a reference to personal circumstance in the policy; this was in the context of a ruling by the House of Lords made back in 1985. The Head of Planning, Economic Development and Regeneration explained to the panel that this could prove difficult as personal circumstance were different in each and every case and it could be problematic to be prescriptive of these in the SG.

However he undertook to review the content of the House of Lords ruling.

It was recommended that the Panel note the following recommendations which were intended to be submitted to the Council Executive following consultation :-

- Approves the content of the draft supplementary guidance on the subject of “New Development in the Countryside”; and
- Notes that following consideration by the Council Executive the draft guidance would require to be submitted to the Scottish Government for approval as statutory supplementary guidance in support of the West Lothian Local Development Plan.

Decision

1. To note the contents of the report;
2. To agree that officers include wording in the policy document that addressed the position of tenant farmers, prior to the policy going out for consultation;
3. To request that officers review the content of the House of Lords ruling, made in 1985, in relation to including a reference on personal circumstances in the policy; and
4. To agree that the policy be forwarded to Council Executive with those recommendations as detailed in the report to the Panel.

4. SCOTLAND'S DIGITAL FUTURE - SUPERBAND BROADCAST INVESTMENT

The Panel considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration providing an update on progress to secure improved Superfast Broadband for West Lothian as part of the council's Capital Programme and the Scottish Government's *Step Change* broadband initiative.

The report recalled that in Autumn 2012 the Scottish Government announced funding to ensure all local authorities in Scotland achieved at least 75% coverage of Superfast Broadband. West Lothian Council agreed a £2.5m contribution for Additional Local Subsidy (ALS) as part of the General Services Capital Programme 2013-14 to 2017-18 on 23 January 2013. As part of the ongoing management of the investment it was agreed that regular updates on progress would be delivered to the PDSP and Council Executive.

The first Superfast cabinet to go live in West Lothian was Armadale Cabinet 12 on 20 June 2015. Since then a further 110 cabinets had gone live, covering more than 18,500 homes and businesses. The coverage now stood at 94.2%.

Across West Lothian take-up had been very strong and this was

monitored by Digital Scotland. The only community in West Lothian where take-up was currently below expectations was West Calder and Digital Scotland were planning to carry out further engagement events and activities to ensure continued high levels of take-up.

Survey work in West Lothian was continuing with delivery due to be completed by March 2018. In total it was expected that an additional 1,500 homes and businesses would be covered by the time rollout was complete in March 2018. Areas where significant additional coverage was still to be delivered were Bathgate, Livingston, Mid Calder, West Calder, Westfield and Winchburgh.

With an anticipated 99.3% Superfast Broadband availability it was anticipated that West Lothian would have the highest level of Superfast Broadband coverage in Scotland and one of the highest in the UK.

The Head of Planning, Economic Development and Regeneration continued by advising that following the early success of the Digital Scotland Superfast Broadband (DSSB) Programme, which saw stronger than expected take up figures, additional funds were being reinvested back to the DSSB programme.

The delivery of gainshare would commence in late 2017 and run until March 2019. In West Lothian it was expected that the gainshare rollout would help delivery Superfast Broadband to an additional 153 homes and businesses, increasing availability from 99.3% to 99.5%. The gainshare programme would also help deliver higher speeds to properties covered by Superfast infrastructure but who only received speeds below the 24Mbps+ desired speed. In West Lothian this would cover an additional 137 homes and businesses taking the 24Mbps+ availability in West Lothian to 97.1% of homes and businesses.

The Panel continued to be advised that the Scottish Government had committed to delivering Superfast Broadband of 30Mbps+ to all homes and businesses in Scotland by 2021. New procurement activity for the R100 programme would launch in late 2017 and would focus on bringing superfast broadband to the hardest to reach premises; in other words those that wouldn't benefit from the DSSB programme.

Further information on the R100 programme and on how it would affect West Lothian was contained in the report.

The Panel was asked to note the progress made in delivery of Superfast Broadband to 99% of premises in West Lothian, as well as Basic Broadband for all premises in West Lothian.

Decision

To note the contents of the report

5. WORKPLAN

The Panel considered a list of items that would form the basis of the

Panel's work over the coming months.

Decision

To note the contents of the workplan

MINUTE of MEETING of the DEVELOPMENT AND TRANSPORT POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 21 DECEMBER 2017.

Present – Councillors Cathy Muldoon (Chair), Robert De Bold, Chris Horne, Tom Kerr, Dave King (substituting for Tom Conn) and Dom McGuire

Apologies – Councillors David Dodds and Tom Conn

In Attendance – Robin Lever (Senior People's Forum Representative), Tom Carr-Pollock (GMB), Pat Tedford (Unite); and Andy Anderson (Unison)

1. DECLARATIONS OF INTEREST

- 1) Councillor Tom Kerr declared a non-financial interest in that he was Director of Linlithgow BID and Linlithgow Mill Road BID but would participate in the meeting; and
- 2) Councillor Chris Horne declared a non-financial interest in that he was a BID levy payer but would participate in the meeting.

2. TRANSFORMING YOUR COUNCIL 2017 CONSULTATION

The Panel considered a report (copies of which had been circulated) by the Depute Chief Executive providing an update on the feedback received from respondents as part of the Transforming Your Council (TYC) consultation.

The panel were advised that to facilitate full and effective consultation on Transforming Your Council (2017) a proposed set of priorities and options on how the council could deliver services in a better way and balance its budget was brought together in one consultation document which was published on Monday 19 October 2017. The consultation ran for four weeks and closed on 12 November 2017.

The consultation document was distributed to an extensive number of key stakeholders and community and representative groups and the information was published electronically on the council's website and distributed to the council's main public buildings. The consultation was also published in the October 2017 edition of the council's newspaper, Bulletin, which was distributed to every household in West Lothian.

A specific plan to target hard to reach groups was also undertaken as part of the consultation process. Also within the council, publication of the consultation document was accompanied by briefings to Trade Unions, senior managers and all staff.

The number of responses received by the close of the consultation period was 7,026 which generated over 45,000 comments from all respondents. A breakdown on the number of the responses received from employees,

individuals and organisations/groups was set out in Table 1 in the report.

A report to the Partnership and Resources Policy and Development Scrutiny Panel on 18 December 2017 provided a high level summary of all the consultation results to be presented to the other PDSP meetings taking place later that same week. The report also set out the overall approach to the way in which the consultation feedback was being reported to PDSP's

The summary feedback from respondents relating to the themes and issues arising from the open questions were available for viewing on the council's website. The summary feedback had been categorised and summarised to make the process more user friendly, therefore allowing members to consider the key issues and trends. A summary of comments per respondent category, grouped under the associated PDSP was set out in Table 2 of the report.

Table 3 in the report contained a summary of the number of comments grouped under the council tax options.

The allocation of the comments and measures was set out in Table 4 of the report. These were as follows :-

<u>Measure</u>	<u>Number of Comments</u>	<u>Percentage of Total Comments</u>
4c Support to Business Improvement Districts	607	18%
6 Reviewing Income and Concessions	1,626	47%
7d Reprioritised Passenger Transport Strategy	1,200	35%
Total	3,433	100%

Table 5 in the report provided a summary of all the responses allocated to the Development and Transport PDSP along with one of eight suggested responses, details of which were outlined in the report.

An analysis of all the comments allocated to the Development and Transport PDSP were set out in Appendix 2 and 3 attached to the report. Appendix 4 provided the relevant extracts from the consultation document. Full details of the officer response to each comment were available on the council's website.

The report continued that at the time of publishing the Transforming Your Council (TYC) consultation document the detailed budget reduction measures had not been fully developed. During the period of the consultation process officers had undertaken further work to clarify how the proposed savings would be achieved and the timescales for delivery. This included identification of the potential number of reductions in Full

Time Equivalent (FTE) posts that would be required to deliver the proposed measures. Table 6 in the report included further details of the FTE associated with each measure allocated to the Development and Transport PDSP.

The report concluded that following consideration at the relevant PDSP's in week commencing 18 December 2017, officers would take account of the key themes when developing future strategies and plans. Key decisions would be made when the council set its budget and financial plan at a meeting in February 2018. Before that the information would be presented to the Partnership and Resources PDSP meeting taking place on 19 January 2018.

The Head of Planning, Economic Development and Regeneration and the Head of Operational Services then provided further detail and background information on some of the budget reduction proposals behind each of the measures allocated to the Development and Transport PDSP.

There then followed a questions and answers session.

In bringing the meeting to a close a number of themes from those present emerged and these were as follows :-

- Councillor Robert De Bold commented that he had concerns that specific savings had been identified from very generic themes and that the lack of detail made it difficult with elected members to make the right decisions;
- Councillor Chris Horne commented that it was important to keep communities connected through public transport and that consideration had to be given to those living in temporary accommodation who could be adversely effected by changes to the school transport provision;
- Councillor Tom Kerr commented that he appreciated the information officers had been able to share with the Panel; and
- The Trade Union representatives commented that it was appreciated that no job losses had been identified through those measures identified for the Development and Transport PDSP.

Decision

- 1) To agree to note the recommendations of the report; and
- 2) To note the positions of those in attendance at the meeting



DEVELOPMENT AND TRANSPORT POLICY AND SCRUTINY PANEL

PETITION – LBS 1 AND LBS 31 LOCAL BUS SERVICES

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to consider a petition submitted by residents within Linlithgow regarding the Local Bus Services L1 and LBS31 in the Linlithgow area and to provide a recommendation to Council Executive.

B. RECOMMENDATION

It is recommended that the Panel:

1. Note the submission of the petition.
2. Note the current West Lothian Public Transport Strategy and policy in place.
3. Note the motion approved by Council Executive on 6 February.
4. Recommend that officers respond to the petition stating that officer proposals to remove local bus subsidies have been withdrawn from the Transforming Your Council budget proposals.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; making best use of our resources;
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The council's procedures on dealing with petitions require that petitions are considered by Council Executive.
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	None
V Relevance to Single Outcome Agreement	Public Transport services contribute to a number of Single Outcome Agreement aims such as providing access to increased and better quality learning and employment opportunities.
VI Resources - (Financial, Staffing and Property)	The current approved budget for Public Transport is £9.554 million. This budget is fully committed in financial year 2017/18.

VII Consideration at PDSP

This is the first opportunity to consult the Panel.

VIII Other consultations

Financial Management Unit.

D. TERMS OF REPORT**D1 Petition**

A petition signed by 64 people, all believed to be residents of Linlithgow, has been received by the council. The population of Linlithgow is approximately 16,000 residents.

The petition is voting 'against the forthcoming threat to stop the L1 and 31 bus services' in particular concerned about how residents get to "the doctor's surgery, to the library, to the shops and St John's Hospital".

D2 West Lothian Passenger Transport Strategy

West Lothian Council's Public Transport Strategy was approved by Council Executive in June 2015 and outlines the council's commitment to maintaining a public transport network to meet the majority of transport needs for local people, while creating the savings which are necessary to ensure that the service is sustainable and affordable for the future. A key feature of the Public Transport Strategy is to remove duplication of bus services and make best use of resources. The council does not necessarily seek to use its financial support to provide service users with a choice of travel destinations or service type; preferring instead to seek to provide accessibility for as many people as possible to locations at which social needs can reasonably be met.

In April 2016, the council redesigned and retendered subsidised local bus contracts based on the outcomes of the public transport strategy. The contracts were awarded on an initial two year basis with an option to extend up to a further 3 years. The initial two year period ends on 31 March 2018 at which point the contracts could be extended for any period of 1 month up to 3 years.

D3 Bus Services

Both the LBS 1 and LBS 31 have been in operation since April 2016 and are fully subsidised by West Lothian Council. LBS 1 operates as a Linlithgow town service and LBS 31 provides a Livingston to Bathgate service via Linlithgow.

In July 2016, Council Executive approved funding to provide additional services on selected routes including additional hours on town service routes and additional stops on the LBS 31 until March 2018.

A summary of financial and passenger usage information can be found in the table below:

Contract No	Route Description	Gross Annualised Cost	Income Target	Net Annualised cost	Average Monthly Passengers
LBS 1	Linlithgow Town Service	£89,484	(27,800)	£61,684	4084
LBS 31	Livingston to Bathgate Via Linlithgow	£553,776	(199,780)	£353,996	15316

Please note that the financial information above is inclusive of the additional services operating from September 2016.

D4 Transforming Your Council Consultation

It is expected that West Lothian Council will have to make estimated savings of £65.3 million over the next five years, resulting in changes to local services. The Transforming Your Council consultation confirmed that the Passenger Transport Strategy would be reprioritised and a public transport review is proposed to focus on connecting communities and businesses in a way which is affordable and effective. This will include ceasing some services and exploring alternative transport models.

At a meeting of the Council Executive on 6th February a motion was carried to instruct officers to remove the proposal to cease local bus subsidies. Officers have been instructed to review existing bus services and consider future options, with the Head of Operational Services to report to the Development and Transport PDSP on the findings.

E. CONCLUSION

A petition has been received from residents in Linlithgow regarding the threat to remove the L1 and 31 bus services. The Council Executive carried a motion on 6 February to remove officer proposals to cease local bus subsidies from the Transforming Your Council budget proposals.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments:

None

Contact Person: Nicola Gill, Interim Public Transport Manager Tel: 01506 282317, Email: Nicola.gill@westlothian.gov.uk

Jim Jack, Head of Operational Services, Whitehill House, Whitestone Place, Bathgate West Lothian

Date of meeting: 19 February 2018



DEVELOPMENT AND TRANSPORT POLICY DEVELOPMENT AND SCRUTINY PANEL

**WEST LOTHIAN LOCAL DEVELOPMENT PLAN – DEVELOPMENT PLAN SCHEME
No.10**

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to advise members of an updated Development Plan Scheme (DPS No.10) for the West Lothian Local Development Plan (LDP).

B. RECOMMENDATION

It is recommended that the panel notes and consider the following recommendation which is intended to be submitted to Council Executive for approval:

1. approves the content of Development Plan Scheme No.10.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|---|
| I Council Values | Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>Preparation of a Strategic Development Plan (SDP) and Local Development Plan (LDP) are statutory requirements under the terms of the Planning etc. (Scotland) Act 2006.</p> <p>Once adopted the LDP will form part of the development plan for West Lothian alongside the SDP.</p> <p>The development plan itself requires to be the subject of a Strategic Environmental Assessment (SEA) but there is no need for SEA on the development plan scheme (DPS).</p> <p>There are no equality, health or risk assessment issues associated with the DPS</p> |
| III Implications for Scheme of Delegations to Officers | None |

- | | |
|--|--|
| IV Impact on performance and performance Indicators | <p>Planning Authorities are assessed by Scottish Government on their performance in preparing their development plans against national headline indicators, as set out in the Planning Performance Framework.</p> <p>Development plans require to be updated every 5 years. The West Lothian Local Plan was adopted in January 2009. With the revised timescale set out in DPS No.10, it is anticipated that adoption of the LDP is likely to be Spring 2018.</p> <p>The West Lothian Local Development Plan Proposed Plan (LDP) and the council's response to representations received, was submitted to the Scottish Government's Planning and Environmental Appeals Division (DPEA) in October 2016 for Examination. A reporter has been appointed and the Examination commenced on 18 January 2017. The report of the examination was published on 13 December 2017.</p> |
| V Relevance to Single Outcome Agreement | <p>Outcome 3 – Our economy is diverse and dynamic and West Lothian is an attractive place for doing business.</p> <p>Outcome 8 – We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.</p> |
| VI Resources - (Financial, Staffing and Property) | <p>The emerging development plan for West Lothian will have financial implications for the council in terms of capital and revenue expenditure. These cannot be quantified at this stage. There may also be consequences for capital receipts.</p> |
| VII Consideration at PDSP | <p>This is the first time DPS No.10 has been reported to the PDSP.</p> |
| VIII Other consultations | <p>No consultations were required in the preparation of this report.</p> |

D. TERMS OF REPORT

D1 Background and Purpose of the DPS

Section 20B of the Planning etc. (Scotland) Act 2006 requires planning authorities to prepare a development plan scheme (DPS) at least annually for the local development plan (LDP). The DPS sets out the programme for preparing, reviewing and consulting on the LDP. The DPS must be in place by 31 March each year.

Scottish Ministers have powers under the Planning etc. (Scotland) Act 2006 (section 16(7)) as set out in paragraph 25 of Planning Circular 6/2013: Development Planning to direct a planning authority to prepare and submit a report as to why it has failed to replace its LDP within five years.

D2 Proposed Development Plan Scheme No.10 for the West Lothian Local Development Plan

A draft DPS (DPS No.10) has been prepared and is attached as Appendix 1. This will replace the timetable for the preparation of the West Lothian LDP as previously set out in DPS No.9 and the panel is asked to note that timescales for the LDP have changed slightly. DPS No. 9 envisaged the Examination Report to be published in Summer 2017. However the Examination Report was not published until December 2017. Consequently DPS 10 states the adoption of the LDP is now anticipated in Spring 2018 rather than Autumn / Winter 2017, as set out on DPS No.9.

Following the anticipated adoption of the LDP, attention will be directed on producing Supplementary Guidance's (SG) and Planning Guidance's (PG) to support and provide further information and detail in respect of policies and proposals set out in the LDP. Appendix Four of the LDP lists 31 SG's and PG's. Furthermore the Action Programme associated with the LDP also requires to be published.

DPS 10 introduces timescales for the next LDP (LDP2). The next LDP requires to be consistent with the second Strategic Development Plan (SDP2). It is anticipated SDP2 will be adopted in Summer 2018.

The indicative timetable for LDP2 is set out below. The project stage duration estimates are based on 'Circular 6/2013 Development Planning'.

Main Issues Report	Spring 2020
Proposed Plan	Winter 2020
Submission to Ministers	Summer 2021
Examination Report	Winter 2021
Adoption	Spring 2022

Prior to the publication of the Main Issues Report, Development Planning will require to carry out several evidence gathering exercises and will need to prepare a participation statement and monitoring statement.

D2 Planning Reform

Members will be aware from other reports to PDSP and Council Executive that a review of the Planning System in Scotland is underway. This is likely to make changes to the operation of the planning system including format and timescales for development plans. It is proposed that preparation of LDPs will move to a 10 year cycle. This may result in changes to the timelines set out in DPS No.10. If that is the case a mid-year update will be prepared or, depending on timescales for the review, picked up in DPS No.11.

E. CONCLUSION

The DPS for the LDP is required to be published annually, or more frequently as major issues arise in the process, as required by legislation. The DPS sets out a timeline for preparation and adoption of the LDP. The LDP is anticipated to be adopted in Spring 2018.

F. BACKGROUND REFERENCES

Adopted West Lothian Local Plan 2009:

<https://www.westlothian.gov.uk/WLLP>

West Lothian Local Development Plan Proposed Plan, October 2015

<https://www.westlothian.gov.uk/proposedplan>

West Lothian Local Development Plan Scheme No.9 – March 2017

<https://www.westlothian.gov.uk/media/2400/West-Lothian-Local-Development-Plan-Scheme-No9/pdf/DPS9-web.pdf>

Appendices / Attachments: One

Appendix 1 – Draft Development Plan Scheme No.10 for the West Lothian Local Development Plan

Contact Person: Margaret Stone, Planning Officer - Development Planning Tel. 01506 282425, e-mail: margaret.stone@westlothian.gov.uk

Craig McCorriston
Head of Planning and Economic Development

19 February 2018

WEST LOTHIAN LOCAL DEVELOPMENT PLAN

Development Plan Scheme No.10

March 2018



West Lothian
Council



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- 9 Keeping you informed

What is a Development Plan Scheme (DPS)?

The Town and Country Planning (Scotland) Act 1997 (as amended by the Planning etc. (Scotland) Act 2006), the Town and Country Planning (Development Planning) (Scotland) Regulations 2008 and Circular 6/2013, require planning authorities to prepare a DPS each year.

It must be updated annually and include:

- An explanation of what a Development Plan is;
- A programme for preparing and reviewing Development Plans;
- A summary of what is involved at the various stages of preparing the Local Development Plan (LDP);
- A proposed updated timetable for preparing the LDP; and
- A Participation Statement, with information on when and how you can get involved.

This is the tenth edition of the West Lothian DPS, replacing the previous scheme (March 2017). This latest version reflects progress made over the last twelve months and sets out an updated programme for the remaining stages of work to complete and deliver the West Lothian Local Development Plan (LDP).



What is a Development Plan?

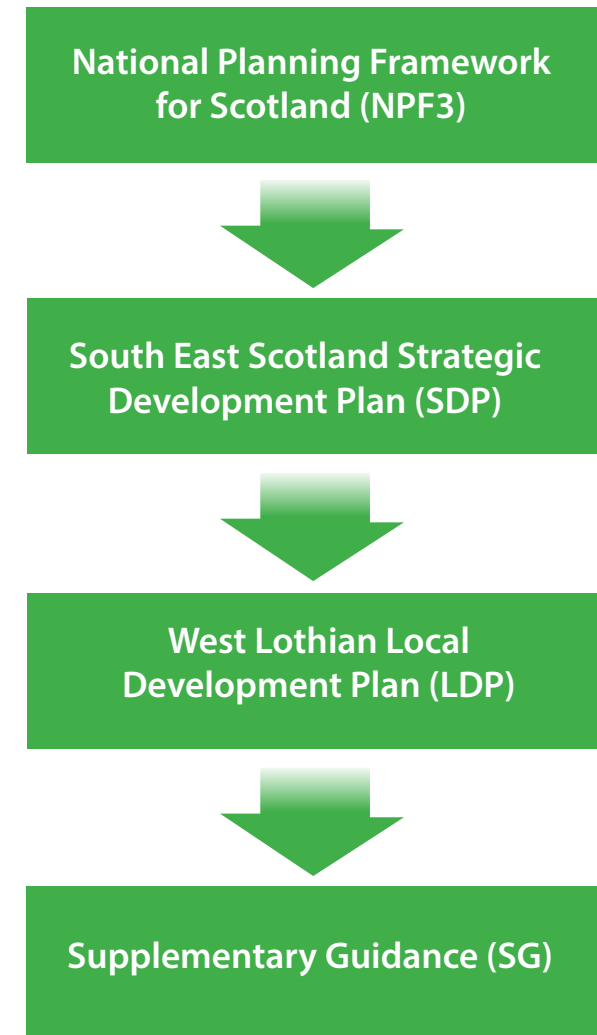
Development Plans set out policies and proposals for the future development and use of land, where development should, or should not happen and how development affects its surroundings and are the basis for decision making on planning applications.

The current Development Plan for West Lothian comprises the **South East Scotland Strategic Development Plan (SDP)** (approved with modifications by Scottish Ministers on 27 June 2013), the **West Lothian Local Plan (WLLP)** (adopted 13 January 2009) together with a suite of **Supplementary Planning Guidance**. These are informed by the **Third National Planning Framework for Scotland (NPF3)** which is prepared by Scottish Government.

Because the WLLP is now more than five years old it requires to be replaced.

The Third National Planning Framework for Scotland (NPF3)

Produced by the Scottish Government, NPF3 sets out at the national level the Scottish Government's strategy for development and includes development proposals identified in schemes of national importance. NPF3 was published in June 2014.



Strategic Development Plan (SDP)

SDPs are produced for Scotland's four largest city regions. SDPs set out a long term (20 years or more) land use planning strategy indicating, in broad terms, where future development will be located and what is needed to deliver it.

The SDP for South East Scotland is prepared by the Strategic Development Plan Authority for Edinburgh and South East Scotland (SESplan). The six councils which are members of SESplan are City of Edinburgh, East Lothian, Fife, Midlothian, Scottish Borders and West Lothian.

Local Development Plan (LDP)

LDPs are produced by local planning authorities and set out detailed policies and proposals to guide development. They must conform to the approved SDP and seek to implement requirements on a more detailed site-specific basis than exists within the SDPs. LDPs should be adopted within two years of the approval of a relevant SDP.

Supplementary Guidance (SG)

SG on a specific planning topic may be prepared and form part of the statutory plan, but only where it has been specifically identified as required in an SDP or LDP.



The Emerging Local Development Plan

The West Lothian LDP will replace the West Lothian Local Plan (WLLP). It will contain a spatial strategy, proposals map, action programme for identified developments and a schedule of the local authority's land interests affected by LDP policies or proposals. It will focus on specific proposals for the period up to Year 10 from the date of adoption.

The purpose of the LDP is to:

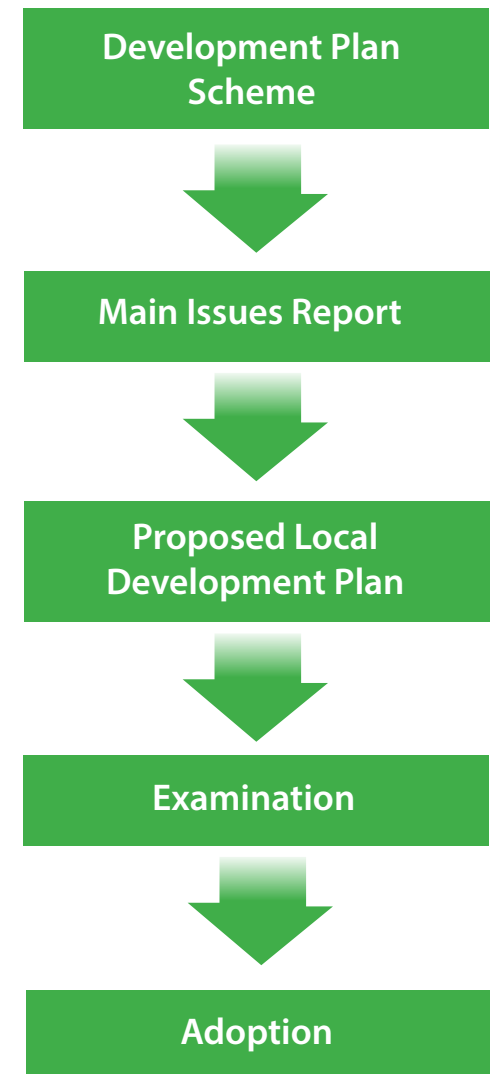
- provide a clear basis for determining planning applications; and
- allocate land to meet the needs and targets set out in the Strategic Development Plan for the wider city region (the SESplan area).

The process of preparing LDPs is prescribed by Scottish Government and set out in detailed regulations which the council is required to observe. The key components are as follows:

Publish the Development Plan Scheme (DPS)

Main Issues Report (MIR)

The MIR is accompanied by an Environmental Report and Monitoring Statement. It is a consultation document that sets out the options for the West Lothian LDP. A wide range of stakeholders are consulted at this time including members of the public, community councils, community groups, businesses, infrastructure providers, key consultation agencies, neighbouring authorities and the Scottish Government. The MIR is the main consultation stage of the LDP process.



Proposed Local Development Plan

The Proposed LDP provides a stronger view of proposed development locations proposed by the council, informed by consultation responses at the previous stage. There is a formal consultation period following the publication of the Proposed LDP which provides an opportunity for formal representations (both in support and against the plan).

Examination

Following the consideration of representations, the Proposed LDP and a summary of unresolved issues is submitted to the Scottish Government's Planning and Environmental Appeals Division (DPEA) for examination. The examination process is largely expected to be undertaken by way of written submissions but it is not uncommon for there also to be a number of hearing sessions to which interested parties are invited by the examination Reporter to attend.

Adoption

The LDP is published and adopted with changes recommended by the Reporter.

An Action Programme is also adopted and published. The Action Programme identifies what developments are to be taken forward, who is responsible for delivery of these and when they will be delivered.

To ensure the LDP takes account of effects on the environment and does not adversely affect protected European nature conservation sites or any particular social group, we have undertaken the following assessments as a part of the LDP preparation:

- Strategic Environmental Assessment (SEA)
- Equalities and Human Rights Impact Assessment
- Habitats Regulations Appraisal
- Monitoring Statement
- Action Programme
- Transport Appraisal



The West Lothian Local Development Plan Timetable

It is a requirement that the LDP must be in compliance with the currently approved Strategic Development Plan and it is for this reason that preparation of the West Lothian LDP has followed in the wake of the SDP for South East Scotland (SDP) which was approved by Scottish Ministers in June 2013. The SDP is supported by Supplementary Guidance on housing land and was approved by Scottish Ministers in October 2014.

The timetable for producing the West Lothian LDP is set out in the following table;

Publication of Development Plan Scheme 1	March 2009
Call for sites / Expressions of interest	January – May 2011
Publication of Main Issues Report, Monitoring Report and Strategic Environmental Assessment (SEA)	August 2014
Main Issues Report consultation period	25 August – 17 October 2014
Publication of Proposed Plan including Environmental Report and Action Programme	October 2015
Proposed Plan Consultation period	12 October – 22 November 2015
Submission of Proposed LDP, representations and a summary of unresolved issues submitted to the DPEA for examination	28 October 2016
Examination commences	Commenced January 2017
Examination Report received	December 2017
Modify Plan in accordance with Reporter's recommendations	January - March 2018
Anticipated Adoption of Plan	Spring 2018
Action Programme	Summer 2018
Production of Supplementary Guidance and Planning Guidance	Throughout 2018

Engagement and Participation

A Participation Statement was submitted to the DPEA at the same time the West Lothian LDP was submitted for examination. The Participation Statement sets out when and with whom consultation on the LDP took place.

There were several consultation periods in the preparation of the LDP. Input was obtained through a range of different techniques such as questionnaires, newspaper advertisements, writing to key agencies and stakeholders, neighbouring planning authorities, Scottish Government, Community Council's and West Lothian Citizen Panel. Various events were arranged for members of the public including drop in events at partnership centres, shopping centres and libraries, as well as tailored meetings with community councils.

The council's website, Facebook and Twitter pages are continuously updated to advise of progress on the LDP.



Local Development Plan 2

Planning Authorities are required to review their LDP at least every five years.

The next Local Development Plan for West Lothian (LDP2) requires to be consistent with the second Strategic Development Plan (SDP2). The Proposed SDP2 sets out the vision and broad development patterns and levels for the city region over a 20 year period from 2018. The Main Issues Report was published in July 2015, the Proposed Plan was published in October 2015 and was submitted to Scottish Ministers for examination in June 2017. It is anticipated SDP2 will be adopted in Summer 2018.

The indicative timetable for LDP2 is set out below. The project stage duration estimates are based on Circular 6/2013 Development Planning.

Main Issues Report	Spring 2020
Proposed Plan	Winter 2020
Submission to Ministers	Summer 2021
Examination Report	Winter 2021
Adoption	Spring 2022



Keeping you informed

West Lothian Council is committed to notifying the public, interested parties and stakeholders at periodic stages throughout the LDP process. We believe your views are important and help enrich the process of the preparation of the LDP.

The LDP is now at the later stages of preparation and there is no opportunity for comment unless requested by the Scottish Government Reporter appointed to examine the LDP.

For the forthcoming LDP, the early stages will focus on seeking the views of the community and other stakeholders.

In the interim there are various methods to keep you informed:

- Our Local Development Plan website
- Subscribe to our e-newsletter by emailing us wlldp@westlothian.gov.uk
- Phone us on 01506 280000
- Write to us at **Development Planning, Planning and Economic Development,
West Lothian Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF**

We welcome feedback and comments on our service and encourage comments to be emailed to us.



DEVELOPMENT AND TRANSPORT POLICY DEVELOPMENT AND SCRUTINY PANEL

QUARTERLY PERFORMANCE REPORT

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to provide an overview of performance in the third quarter of 2017/18.

B. RECOMMENDATIONS

It is recommended that members of the panel note the terms of the report.

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable.
II Policy and Legal (including Strategic Environmental Assessment (SEA), Equality Issues, Health or Risk Assessment)	Performance reporting to Policy Development and Scrutiny Panels is consistent with the corporate plan undertaking to “continue to develop a performance management system that helps us to improve.”
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	None, although the report sets out performance against a range of indicators.
V Relevance to Single Outcome Agreement	Outcome 3 - Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. Outcome 8 - We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI Resources - (Financial, Staffing and Property)	None
VII Consideration at PDSP	Performance reports are submitted to the Panel on a quarterly basis.
VIII Other consultations	None.

D. TERMS OF REPORT

D1 Background

The council's performance management system, Pentana, has two basic functions. Firstly, it measures the performance of service activities (ongoing tasks) through the use of key performance indicators (KPIs). The key half dozen or so activities of each service are covered by KPIs, some of which are also specified performance indicators (SPIs). These are reported publicly. Other performance indicators are maintained as essential management information.

Pentana uses a simple traffic light system to show if progress is on target (green), in danger of falling behind target (amber), or below target (red). A notes field provides an explanation for any shortfall in performance. It is also possible to track trends in performance and compare performance with identified benchmarks.

Pentana also measures progress on actions or initiatives (usually one-off projects with a definite start and finish date). Again, a notes field, which is updated regularly, provides supporting narrative.

Members will note that the activities and initiatives linked to the Development & Transport Policy Development & Scrutiny Panel (D&T PDSP) range across three services: Planning, Economic Development & Regeneration, Finance and Estates and Operational Services.

Pentana can provide a range of report types from a comprehensive report showing progress on all work aligned with the work of the panel to exception reports showing only where services have fallen below or behind set targets.

Appendix one attached to this report shows all actions and initiatives that support the responsibilities of the D&T PDSP which provides the most up-to-date officers' notes on progress against all actions and initiatives.

Appendix two shows all performance indicators (KPIs, SPIs and PPRs) that support the responsibilities of the D&T PDSP, which provides the most up-to-date officers' notes on progress against all performance indicators.

Appendix three is an exception report which provides the most up-to-date officers' notes on progress.

D2 Quarterly Update

The exceptions report highlights the following indicators as showing as RED, with a note explaining the reasons for this.

Red Indicators

BS034_9b.1a Quarterly average number of working days to respond to a request for completion certificate.

In Q2 2017/18 a new back office computer system was being installed and all data migrated to the new system. This impacted upon the normal service levels and ran on into Q3 as the system bedded in.

BS038_6b.5 Quarterly Percentage of building warrants issued or refused, up to and including the sixth working day of receiving information.

Reported performance for Q3 2017/18 of 44.71% was lower than the previous quarter performance of 49.18%. Decrease in performance was a result of the total number of applications decided each quarter varying and officers prioritising their workload to other aspects of the service. A workflow management system with a possible means of tracking incoming mail has been identified and procured.

P: DM034_9b.1a Annual percentage of all major planning applications determined in 4 months.

The council's performance in 2016/17 against this indicator at 30.77% (4 out of 13 applications determined) is a significant drop from the previous years when 47.36% were determined within the statutory period.

Of the 9 applications which took over four months to determine, seven were major housing proposals, two of which required referral to Full Council, four which encountered delays in agent or consultee responses, and two which were delayed for reasons relating to a legal agreement. The other two delayed applications were for Tormywheel wind farm development and Levenseat Quarry waste management site which involved protracted negotiations.

P: DM036_9a.3 Annual percentage of appeals submitted, the outcome of which is in favour of council's original decision.

In 2016/17 25% of appeals against the refusal or non-determination of planning applications were decided in favour of the council (2 dismissed and one part dismissed, out of 10 appeals). This represents a reduction on the performance in 2015/16 when 47.06% of appeals (8 out of 17 appeals) were found in favour of the council, but is similar to the figure of 25% in 2013/14 (4 out of 16). In 2016/17 of the appeals which were upheld (i.e. decided in favour of the appellant) one was for a major housing development at Brotherton Farm, Livingston, one was for 42 flats in Bathgate, one was for a wind turbine and one was for an energy storage facility. Two more related to High Hedge Notices (one of these was only part upheld), one to a single house development and one to a house extension. The applications for 42 flats and the energy storage facility were refused contrary to the officer recommendation.

P: DM037_9a.3 Annual percentage of Local Review Body decisions made in favour of the original decision made under delegated powers.

In 2016/17 only 16.66% (2 out of 12 local reviews) confirmed the original decision of the appointed person. This is a significant reduction in this indicator from any of the previous four years, including 2015/16 where 66.67% of local reviews confirmed the original decision of the appointed person (16 out of 24 local reviews). However, there were far fewer cases referred to Local Review Body than there have been over the last three years and consequently the actual number of cases overturned (10) is only marginally above the numbers in the previous three years when 6 or 8 were overturned.

DM045_9b.1a Quarterly percentage of all major planning applications determined in 4 months.

Performance for Q3 2017/18, at 0% was below the target for the third successive quarter but relates to only one application. That application was for a 110 house residential development which was subject to lengthy negotiations regarding the required developer contributions and the subsequent legal agreement, together with complicated issues which required specialist inputs and complex negotiations to

resolve. The small numbers of applications which are counted in this indicator means that the percentage figures which are reported are not an accurate reflection of the performance of the planning officers who deal with these complicated applications.

P: PTS002_9b.1b Percentage of residents with access to an hourly or more frequent bus service

The Public Transport Unit has recently been notified by operators of various changes to the commercial bus network throughout May and June 2017. These service changes were uploaded into the evaluation model to provide an up to date figure of 86%, a reduction of 4% since 2015/16. This reduction is a result of the changes in both the commercial and subsidised network.

P:STP005_6a.7 Customer satisfaction with the service overall.

During 2015/16 a service restructure was completed and further associated channel shift changes to service delivery were introduced to the service. This on-going change contributed to a further drop in customer satisfaction to 79.17% for 2015/16 and as a result the customer satisfaction target was reduced to 80% for 2015/16 to allow these changes to operating procedures to bed in and become the norm for customers.

The customer comments received as an outcome of the 2016/17 annual customer survey are currently being analysed and service managers will identify areas for improvement from these. These areas for improvement will be included in an action plan for 2017/18 and upon satisfactory conclusion will be included in a service "You Said, We Did" communication to customers.

Amber Indicators

There are no amber indicators in the quarterly report.

E. CONCLUSION

The attached performance report is intended to keep members of the D&T PDSP informed about progress on the wide range of work taking place to support the remit of the panel.

F. BACKGROUND REFERENCES

None

Appendices/Attachments:

Appendix 1: Initiatives: Current Progress

Appendix 2: Performance Indicators: Current Performance

Appendix 3: Exception Report: Latest Notes on all Actions, Initiatives and Performance Indicators

Contact Person: Gosia Lawes, Principal Officer (Service Development & Performance)

Telephone: 01506 282279

Email: Gosia.Lawes@westlothian.gov.uk

Craig McCorriston

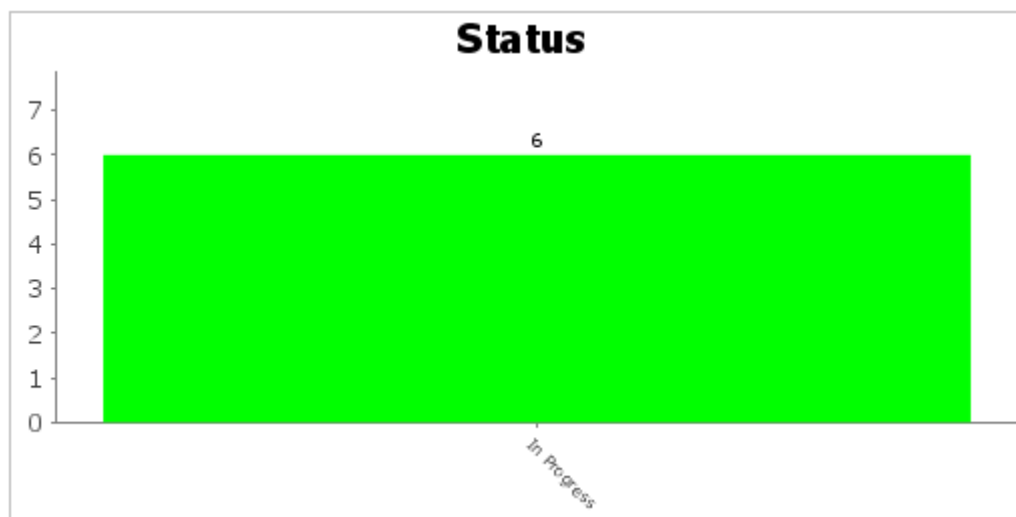
Head of Planning, Economic Development & Regeneration

19 February 2018

07 PDSP - Development and Transport Actions - ALL active

Data Label : OFFICIAL

Generated on: 06 February 2018



Id	Title	Stage	Planned Start	Actual Start	Planned Finish	Actual Finish	Responsible Officer	Explanation
RTS07202_A	Provide new park & ride facilities at Beugh Burn (north Livingston), Broxburn, Uphall Station, Whitburn, and Winchburgh.		01-Apr-2007	01-Apr-2007	31-Mar-2018		Jim Stewart	26-Jun-2017 The has been no further progress in the delivery of these projects. They are developer led and funded.
RTS07204_A	Provide a new road bridge crossing over the River Avon on the A801 at Torphichen.		01-Apr-2007	01-Apr-2007	31-Mar-2018		Jim Stewart	26-Jun-2017 An update on the progress was presented to Environment PDSP on 8 June 2017. No change in project status.
RTS07205_A	Provide a new motorway junction on the M8 at Whitburn and M9 at Winchburgh.		01-Apr-2007	01-Apr-2007	31-Mar-2018		Jim Stewart	26-Jun-2017 There is no change in status of this project. It is developer led and funded.
RTS07206_A	Make sure the new Forth crossing serves the needs of West Lothian.		01-Sep-2008	01-Sep-2008	31-Mar-2018		Graeme Malcolm	24-Jul-2015 Following the public inquiry in 2013 a number of mitigation measures were introduced in Newton funded by Forth Crossing project. These measures implemented in 2013/2014 included new traffic signals and a variety of waiting, loading and parking restrictions. Other public transport measures which impact on West Lothian are being investigated for Newbridge Roundabout as part

								of the Forth Crossing Refreshed Public Transport Strategy.
RTS07207_A	Continue to seek opportunities to secure an all-ways motorway junctions on the M9 at Burghmuir, Linlithgow.		01-Apr-2012	01-Apr-2012	31-Dec-2018		Jim Stewart	26-Jun-2017 No action on this item at present. The slip roads remain safeguarded in the local development plan. There are no development proposals at this time that will deliver the slip roads.
RTS09203_A	Provide a new station at Winchburgh on the Edinburgh to Glasgow via Linlithgow line.		01-Jan-2009	01-Jan-2009	31-Dec-2018		Jim Stewart	19-Apr-2016 This project is development led and work continues to progress the necessary approvals required for implementing by the agreed date.

_09 PDSP - Development and Transport PIs - ALL(Detail)

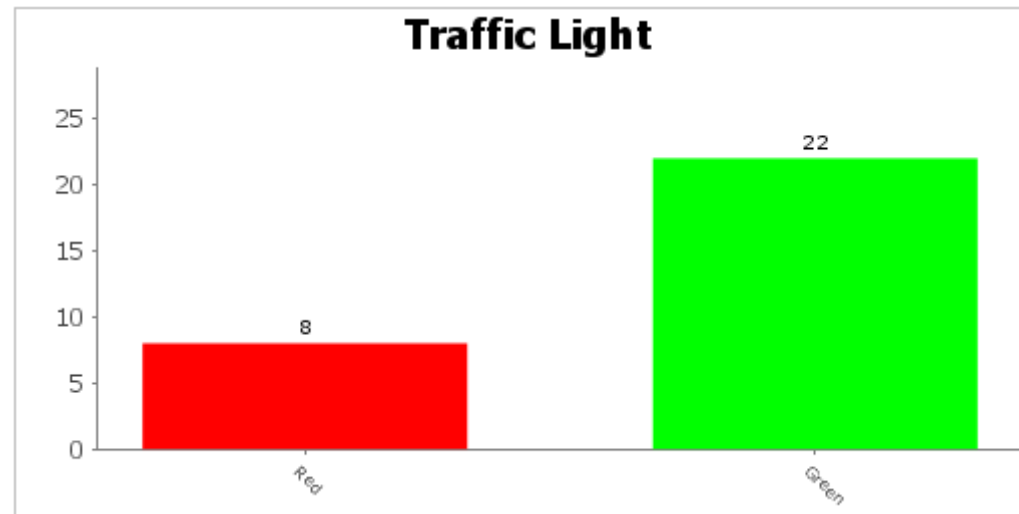
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(Data source=PDSP D&T scorecard only)

Report Author: Gosia Lawes

Generated on: 07 February 2018 13:43

Report Layout: .PDSP_PIs_All_For Committee_Grid

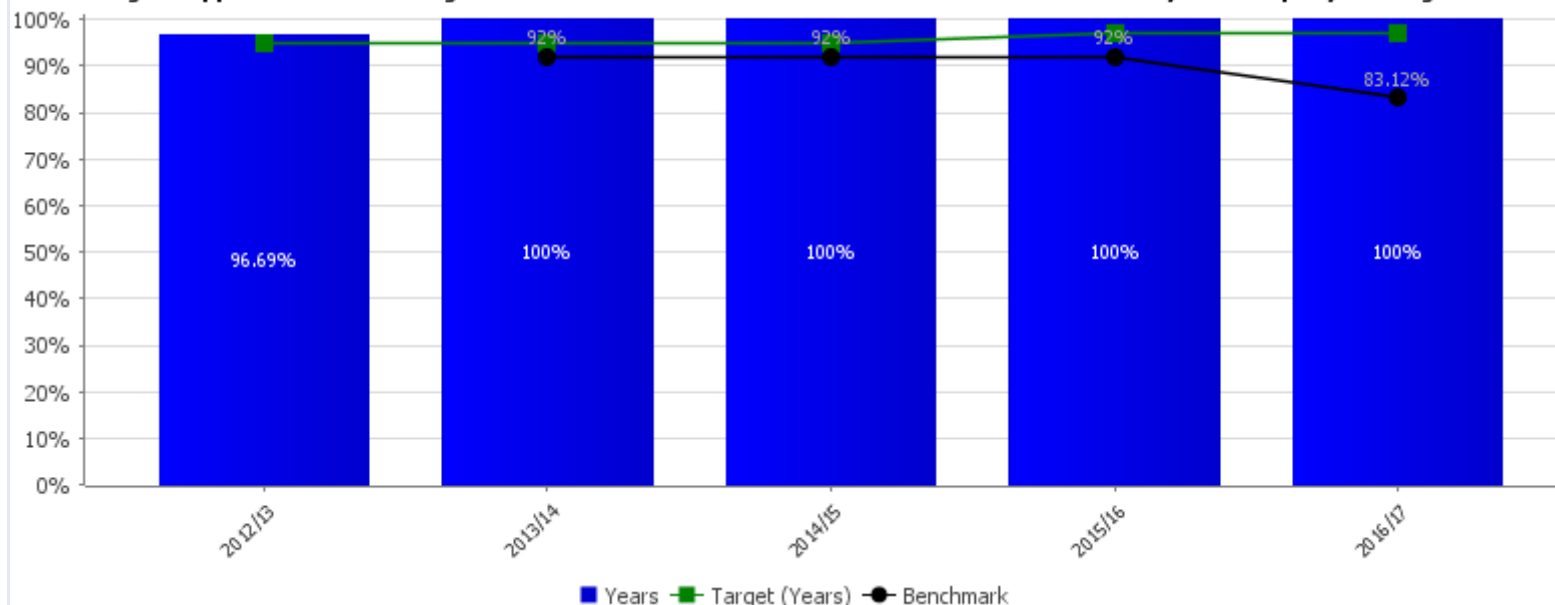


PIs in RED Status can be found on the following pages:

8, 14 24, 26, 28, 34, 53 and 59

PI Code & Short Name	P:BS030_9b.1a 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 and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian.</p> <p>This indicator is based on data collected at the end of a financial year.</p>	Traffic Light Icon	✓
		Current Value	100%
		Current Target	97%

Percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards.



Trend Chart Commentary:

The trend shows that the reported performance for 2016/17 of 100% was the same performance as reported on in the previous year.

The Scottish Government introduced a national target of 100% for this indicator for applications for building warrant received from October 2012.

The published 2015/16 national average of 83.12% , as reported by Local Authority Building Standards Scotland, is used by building standards as a national benchmark. This benchmark figure will be changed on production of the next annual figures.

For information the number of building warrant applications assessed in each financial year was:

2016/17 1,449 out of 1,449


2015/16 1,460 out of 1,460

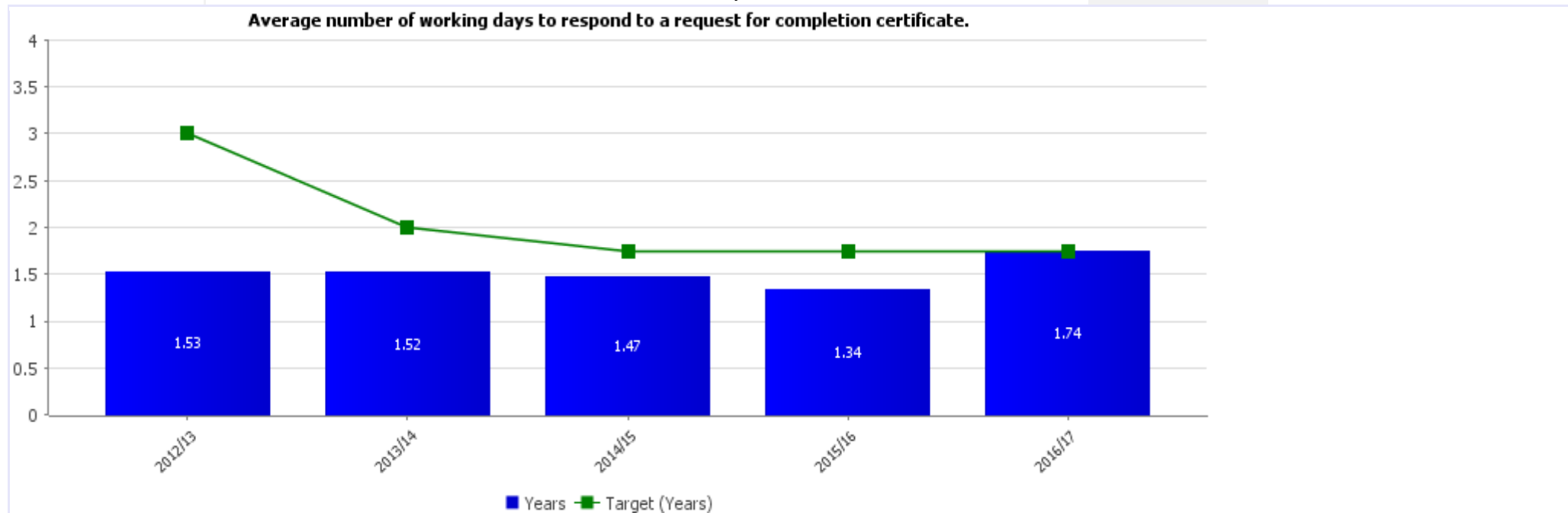
2014/15 1,422 out of 1,422

2013/14 1,293 out of 1,293

2012/13 1,375 out of 1,422

Although performance was above target for 2016/17, 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. The target has been set at 97% for 2017/18 with this target being reviewed for financial year 2018/19.

PI Code & Short Name	P:BS031_9a.2a 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.</p> <p>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.</p> <p>The acceptance of completion certificates after building works have been completed on site is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian.</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 financial year.</p> <p>This indicator is based on data collected at the end of a financial year.</p>	Traffic Light Icon	
		Current Value	1.74
		Current Target	1.75



Trend Chart Commentary:

The trend shows that the reported performance for 2016/17 of 1.74 days was longer than the previous reported year's performance of 1.34 days. The trend also shows that the average response time in days, with the exception of 2016/17, has decreased over the 5 years shown.

The increase in 2016/17 occurred as a result of a large number of completion submissions being received for external wall upgrade programmes where every property required an individual completion submission.

We have benchmarked our performance against Renfrewshire Councils 2016/17 annual target of 2 days.

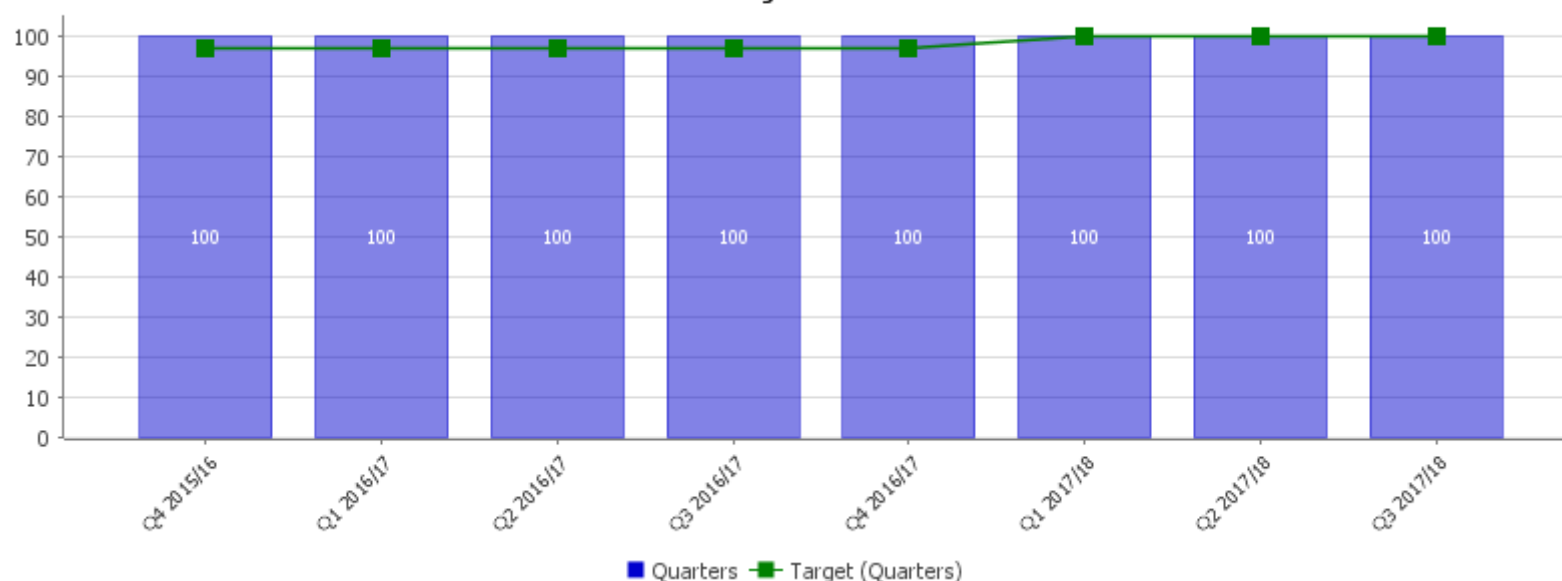
For information the number of completion submissions responded to in each financial year was:

2016/17 2,254
2015/16 1,633
2014/15 1,667
2013/14 1,435
2012/13 1,430

Although performance was below 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 the target will be set at 1.5 days for 2017/18 with this target being reviewed for financial year 2018/19.

PI Code & Short Name	BS033_9b.1a Quarterly 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	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. 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 and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian. This indicator is based on data collected at the end of the quarter of the financial year.	Traffic Light Icon	🟢
		Current Value	100
		Current Target	100

BS033_9b.1a Quarterly percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards.



Trend Chart Commentary:

The trend shows that Q3 of financial year 2017/18's performance of 100% was the same as the previous quarters performance. The longer term trend showing that the current target is being exceeded.

We have benchmarked our performance against the Scottish Government target of 100% within 20 days.


The published 2015/16 national average of 83.12% , as reported by Local Authority Building Standards Scotland, is used by building standards as a national benchmark. This benchmark figure will be changed on production of the next annual figures.

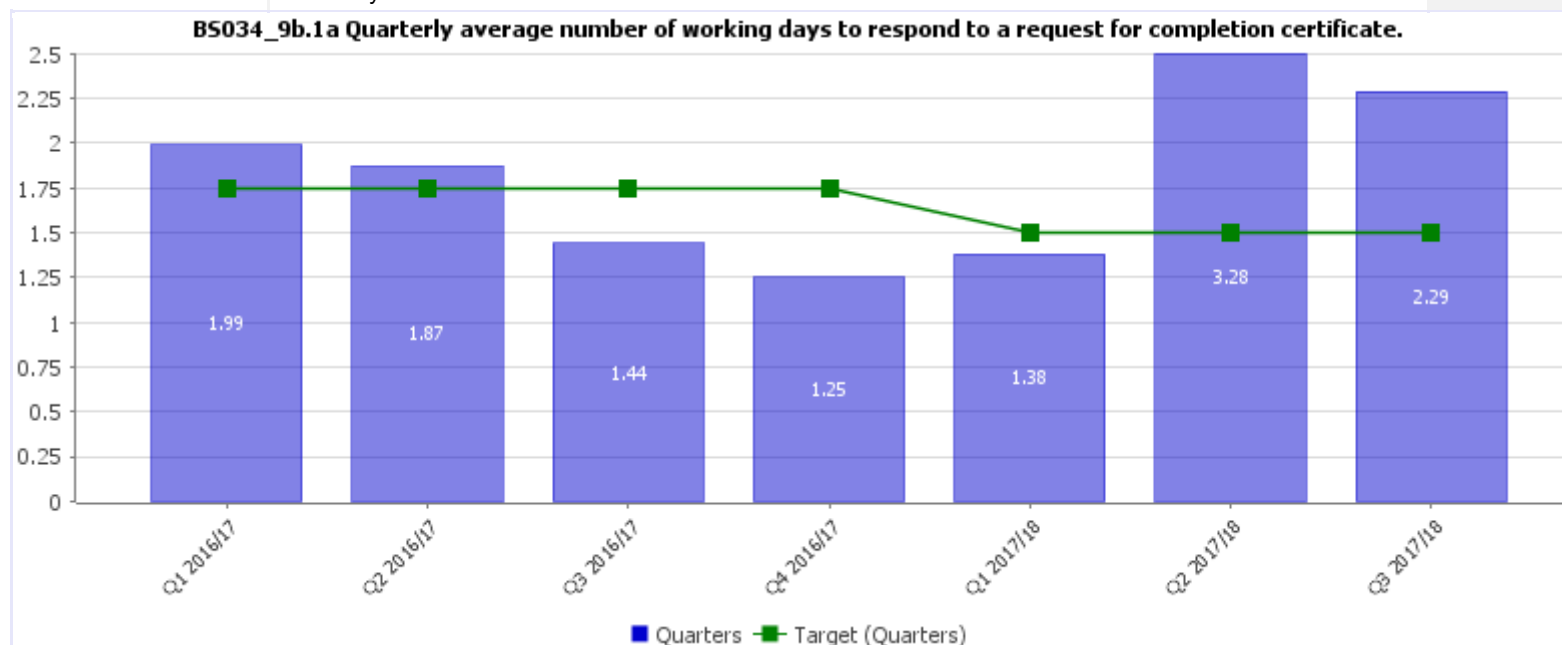
The published 2014/15 national average of 92% , as reported by Local Authority Building Standards Scotland, is used by building standards as a national benchmark.

For information the number of building warrant applications assessed in each quarter of the financial year was:

Q3 2017/18 375 out of 375
Q2 2017/18 304 out of 304
Q1 2017/18 394 out of 394
Q4 2016/16 310 out of 310
Q3 2016/17 336 out of 336
Q2 2016/17 420 out of 420
Q1 2016/17 385 out of 385
Q4 2015/16 268 out of 268

Although performance was above target for 2016/17, 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. The target has been set at 100% for 2017/18 with this target being reviewed for financial year 2018/19.

PI Code & Short Name	BS034_9b.1a Quarterly average number of working days to respond to a request for completion certificate.	PI Owner	zBS_PIAAdmin; Jim McGinley; Sys Z_Sysadmin6
Description	This performance indicator measures the average number of working days for building standards to respond to completion certificate submissions. This is the average number of working days from receipt of a completion certificate submission to building standards visiting the premises or contacting the applicant to notify them that a specific appointment needs to be arranged. The acceptance of completion certificates after building works have been completed on site is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian. This indicator is calculated from the total number of days for all completion responses responded to divided by the total number of completion submissions received in each quarter of the financial year. This indicator is based on data collected at the end of each quarter of the financial year.	Traffic Light Icon	
		Current Value	2.29
		Current Target	1.5



Trend Chart Commentary:

The trend shows that the reported performance for Q3 2017/18 of 2.29 days was lower than the previous quarters performance of 3.28 days.

The trend shows that the average response time in days varies constantly over the eight quarters shown with the shortest response time being 1.25 days and the longest being 3.28 days.

These variations are as a result of the total number of completion certificate submissions received each month varying and officers prioritising their workload to other aspects of the service.

In Q2 2017/18 a new back office computer system was being installed and all data migrated to the new system. This impacted upon the normal service levels and ran on into Q3 as the system bedded in.

In Q2 2016/17 there was a large number of external wall insulation completions received for a number of streets at the same time which meant that the average response time increased as every project has to be visited. In Q1 2016/17 there were 851 completion certificate submissions received. This was more than received in the combined preceding 2 quarters of Q3 and Q4 2015/16 when there were only 783 completion certificate submissions received in this six month period.

We have benchmarked our performance against Renfrewshire Councils 2016/17 annual target of 2 days. For information the number of completion submissions responded to in each quarter of the financial year was:

Q3 2017/18 433

Q2 2107/18 333

Q1 2017/18 513

Q4 2016/17 318

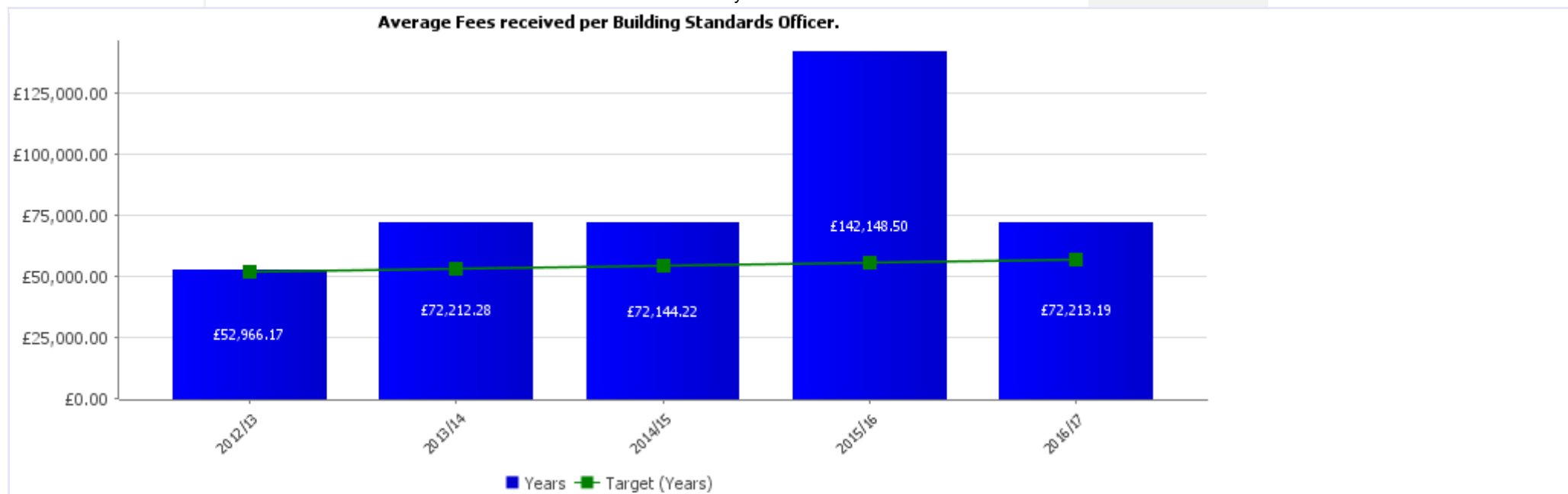
Q3 2016/17 625

Q2 2016/17 401

Q1 2016/17 851

Although performance has, with the exception of Q1 and Q2 of 2016/17, been better than target an increase in the number and complexity of applications being received as a result of economic recovery will make achieving the performance target more challenging in the year ahead. Notwithstanding this the target for 2017/18 will be set at 1.5 days with this target being reviewed for financial year 2018/19.

PI Code & Short Name	P:BS036_9a.2b Average Fees received per Building Standards Officer.	PI Owner	zBS_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the average fee income received for building warrant applications per building standards officer.</p> <p>The average fee is calculated from the total building warrant fee income received in a financial year divided by the number of officers employed at the start of the financial year. This is one of the measures that are used to balance the workload of officers within the service.</p> <p>The approval of building warrants to allow building work to progress on site is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian.</p> <p>This indicator is based on data collected at the end of a financial year.</p>	Traffic Light Icon	🟢
		Current Value	£72,213.19
		Current Target	£57,139.78



Trend Chart Commentary:

The average performance reported for 2016/17 of £72,213.19 was lower than the average performance reported for 2015/16 of £142,148.50.

The trend shows that, with the exception of 2016/17, over the period the average fee received has increased which shows an ongoing increase in the value of inward investment to West Lothian.

From 2012/13 through to 2013/14 as the economic recovery progressed there was a rise in the average building warrant fee per officer.

In 2014/15 there was only a slight decrease, which may have been due to the uncertainty around the independence referendum.

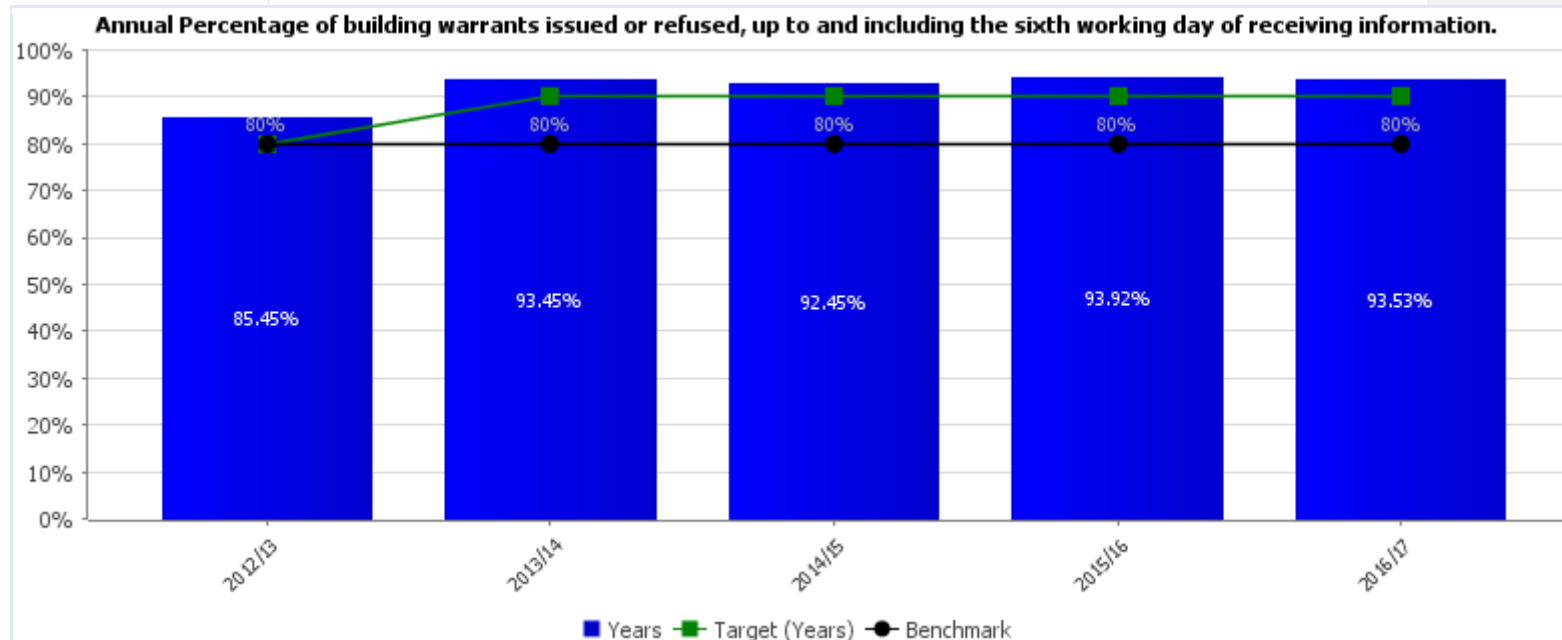
In 2015/16 there was a significant rise in the average fee received as a result of an imminent change to legislation. This resulted in the lodging of applications relating to the second phase of new council house building by West Lothian Council along with national house builders applying for permission to develop in the core development areas of Armadale, Calderwood, Winchburgh and Whitburn under the existing legislation.

In 2016/17 as a result of the peak in work from the previous financial year there was an expected drop to income.

There is no comparable benchmark information available from other authorities on the average fee received per officer.

The target has been calculated using 2009/10 as a baseline figure then allowing a 2% inflationary increase on the average fee through to 2013/14. From 2015/16 onwards this will be increased to 2.5%. As the influx of larger value applications which would normally have been spread over the next few years all came in at the one time this will likely result in a reduced average value for 2016/17 onwards. As a result the 2.5% increase to target will be maintained for 2017/18 with this target being reviewed for 2018/19.

PI Code & Short Name	P:BS037_6b.5 Annual Percentage of building warrants issued or refused, up to and including the sixth working day of receiving information.	PI Owner	zBS_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the percentage of building warrants issued or refused, up to and including the sixth 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.</p> <p>The approval of building warrants to allow building work to progress on site is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian.</p> <p>This indicator is based on data collected at the end of a financial year.</p>	Traffic Light Icon	🟢
		Current Value	93.53%
		Current Target	90%



Trend Chart Commentary:

The trend shows that the 2016/17 performance of 93.53% was lower than the 2015/16 performance of 93.92%.

The trend chart shows that year on year performance, with the exception of the 2014/15 when there was a 1% reduction in performance and 2016/17 when there was a 0.39% reduction in performance, has improved.

The increase in performance from 2012/13 through to 2013/14 occurred as a result of the introduction, in October 2012, of a weekly performance meeting whereby all outstanding work is monitored and redistributed if required.


This management change led to the increase in performance shown during 2012/13 when half the year was covered by this change in procedure and also the increase in performance for 2013/14 the first full year at which these procedures were in place.

We have benchmarked our performance against both Aberdeenshire Council's reported 2015/16 annual performance of 91% and Renfrewshire Council's reported 2015/16 annual performance of 66% along with the accounts commission previous statutory indicator target of 80% which is shown on the chart.

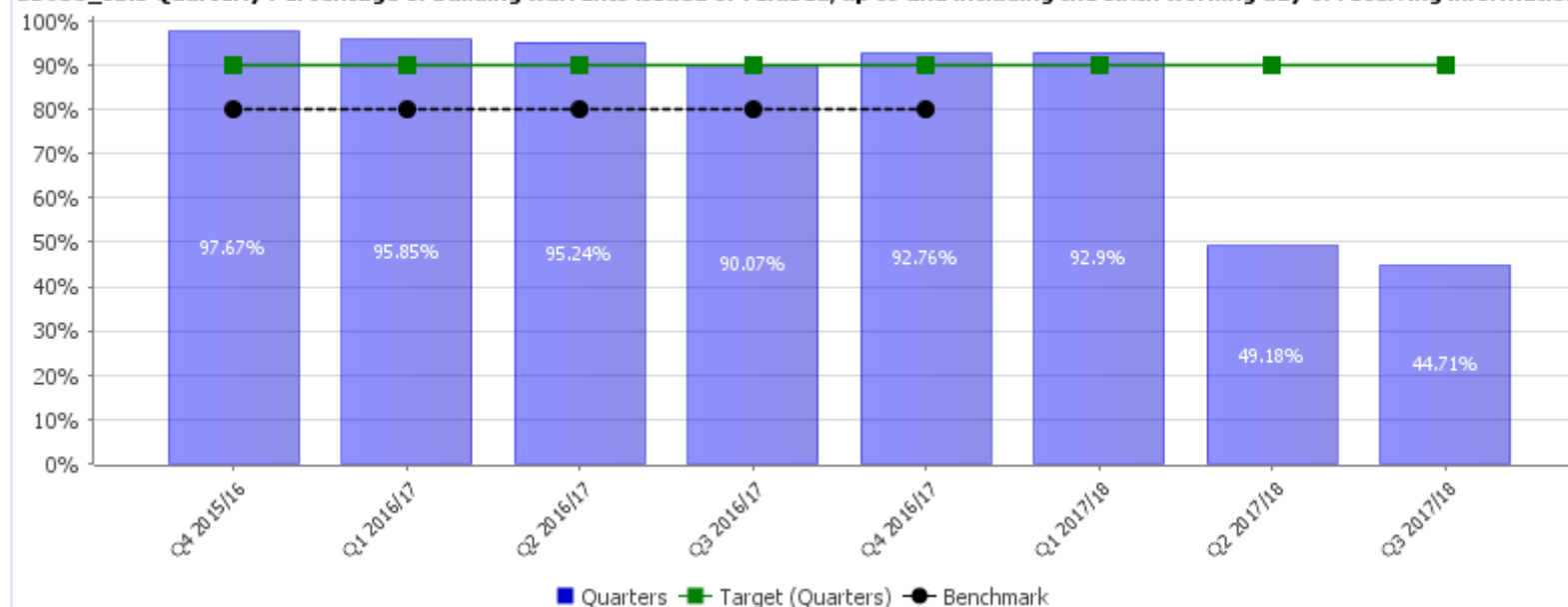
For information, the number of applications determined each financial year was as follows:

2016/17 1114 out of 1191
2015/16 1051 out of 1119
2014/15 1028 out of 1112
2013/14 985 out of 1054
2012/13 1010 out of 1182

Although performance was above target for 2016/17, an increase in the number and complexity of applications being received as a result of the economic recovery will make achieving this performance more challenging in the year ahead. The target for 2017/18 will be retained at 90% and will be reviewed for financial year 2018/19.

PI Code & Short Name	BS038_6b.5 Quarterly Percentage of building warrants issued or refused, up to and including the sixth working day of receiving information.	PI Owner	zBS_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the percentage of building warrants issued or refused, up to and including the sixth 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.</p> <p>The approval of building warrants to allow building work to progress on site is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian.</p> <p>This indicator is based on data collected at the end of a calendar quarter.</p>	Traffic Light Icon	
		Current Value	44.71%
		Current Target	90%

BS038_6b.5 Quarterly Percentage of building warrants issued or refused, up to and including the sixth working day of receiving information.



Trend Chart Commentary:

The trend shows that the reported performance for Q3 2017/18 of 44.71% was lower than the previous quarter performance of 49.18%.

There are variations over the eight quarter periods of the chart from a low of 44.71% to a high of 97.67%. These variations are as a result of the total number of applications decided each quarter varying and officers prioritising their workload to other aspects of the service. A workflow management system with a possible means of tracking incoming mail has been identified and procured.


In this quarter there were 2 vacancies which resulted in staffing levels being down 25%. In July 2017 a new back office system was being installed which resulted in applications being delayed for 15 working days as data was verified and copied over between systems. This severely impacted the running of the service and procedures were in place to manually process urgent applications in full consultation with our customers. This delay meant applications which should have been processed this month were not which shows in the number of applications approved. In August - September 2017 as the new back office system was being bedded in this resulted in applications which should have been issued in previous months being processed later. This severely impacted the running of the service and our customers were kept informed of this through telephone, email and web contact. The system also failed to highlight the return of amended information as envisaged. This has now been resolved.

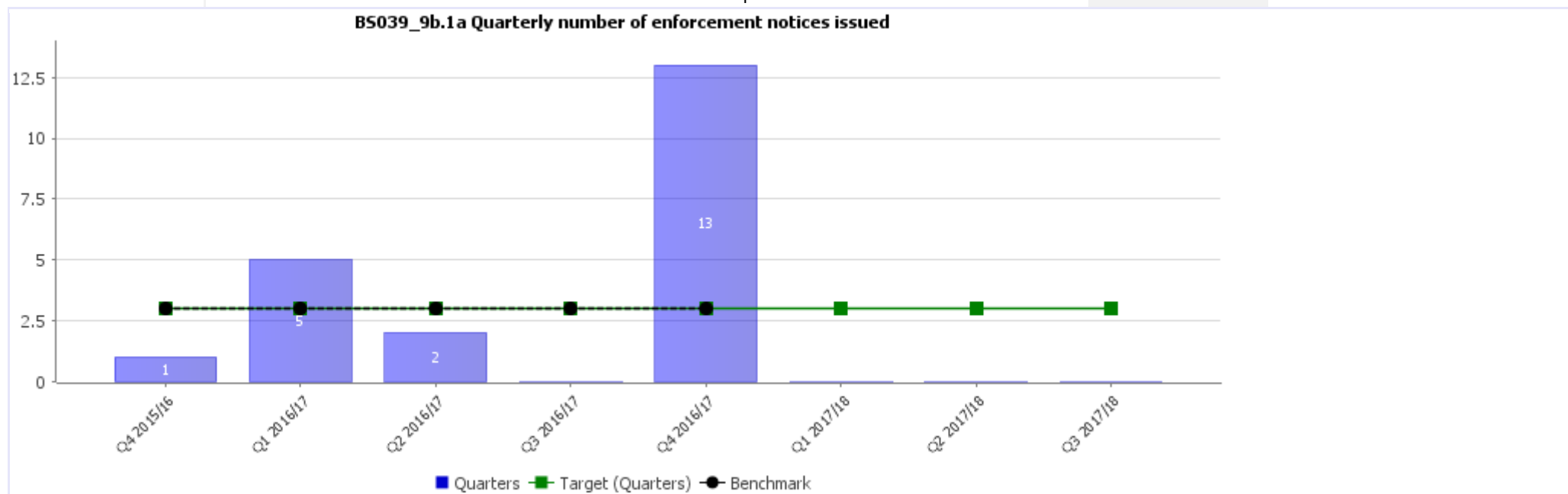
We have benchmarked our performance against both Aberdeenshire Council's reported 2015/16 annual performance of 91% and Renfrewshire Council's reported 2015/16 annual performance of 66% along with the accounts commission previous statutory indicator target of 80% which is shown on the chart.

For information the number of building warrant applications issued or refused in each quarter of the financial year was:

Q3 2017/18 76 out of 170
Q2 2017/18 90 out of 183
Q1 2017/18 288 out of 310
Q4 2016/17 282 out of 304
Q3 2016/17 254 out of 282
Q2 2016/17 300 out of 315
Q1 2016/17 277 out of 289
Q4 2015/16 210 out of 215

Although performance has been above target for 2016/17, an increase in the number and complexity of applications being received as a result of the economic recovery will make achieving this performance more challenging in the year ahead. Given this, the performance target of 90% will be retained for 2017/18 and will be reviewed for financial year 2018/19.

PI Code & Short Name	BS039_9b.1a Quarterly number of enforcement notices issued	PI Owner	zBS_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the number of enforcement notices issued by building standards under the Building (Scotland) Act 2003 in a calendar quarter.</p> <p>West Lothian Council enter ongoing dialogue with owners to try and resolve issues without the requirement of issuing a formal enforcement notice, as such this indicator aims to minimise the number of formal notices issued.</p> <p>The enforcement of the Building (Scotland) Act is one of the key regulatory activities of building standards and relates to council key outcomes of protecting the built and natural environment and improving the economic situation of West Lothian.</p> <p>This indicator is based on data collected at the end of a calendar quarter.</p>	Traffic Light Icon	
		Current Value	0
		Current Target	3



Trend Chart Commentary:

The trend shows that the reported performance for Q3 2017/18 of 0 enforcement notices was the same performance as reported in the previous quarter.

This increase in Q4 2016/17 occurred as a result of 2 incidents at blocks of flats which required multiple notices being served.

There are variations over the eight quarter periods of the chart from a high of 13 enforcement notices to a low of 0 enforcement notices.

We benchmark our performance against the Scottish Government 2014/15 national total divided by 32 to get an average local authority total and then divided by 4 to give a quarterly average.

This is an aim to minimise indicator and the current target is 3 enforcement notices a quarter and although the target is being exceeded, the unknown nature of enforcement means that achieving this level of performance is challenging.

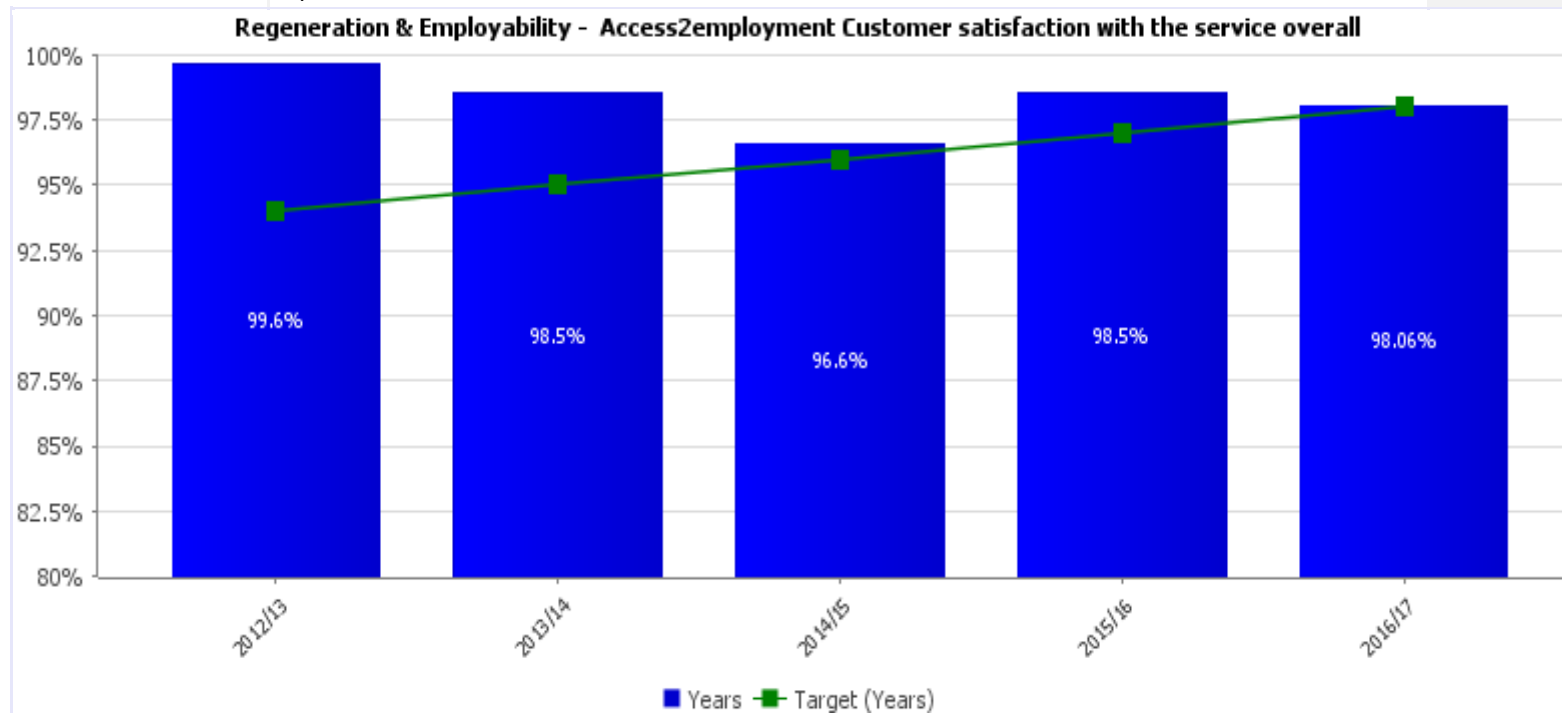
In addition for multi-occupied or owned properties, legally, there is one notice per individual property which can easily result in the target being exceeded.

For information the number of enforcement notices served in each quarter of the financial year was:

Q3 2017/18 0
Q2 2017/18 0
Q1 2017/18 0
Q4 2016/17 13
Q3 2016/17 0
Q2 2016/17 2
Q1 2016/17 5
Q4 2015/16 1

Although performance, with the exceptions of Q1 and Q4, in 2016/17 was within the performance target of 3 enforcement notices, as a result of the unknown nature of this work the target has been retained for 2017/18 and will be reviewed for financial year 2018/19.

PI Code & Short Name	P:CRRE007_6a.7 Regeneration & Employability - Access2employment Customer satisfaction with the service overall	PI Owner	zAS_PIPublicAdmin; Clare Summers
Description	<p>This performance indicator measures the percentage of customers who rated the overall quality of service provided by Access2employment as good or excellent.</p> <p>Customer feedback is sought after advisors have supported customers via a customer survey and customers are asked to rate the overall quality of the Access2employment service provided as; excellent, good, adequate, poor or very poor. All responses ranked as either 'Excellent' or 'Good' are recorded as positive responses.</p> <p>For each month, the cumulative number of positive responses are divided by the total number of responses to determine a percentage.</p> <p>The results of customer feedback are analysed on a monthly basis in order to identify areas for improvement.</p>	Traffic Light Icon	🟢
		Current Value	98.06%
		Current Target	98%



Trend Chart Commentary:

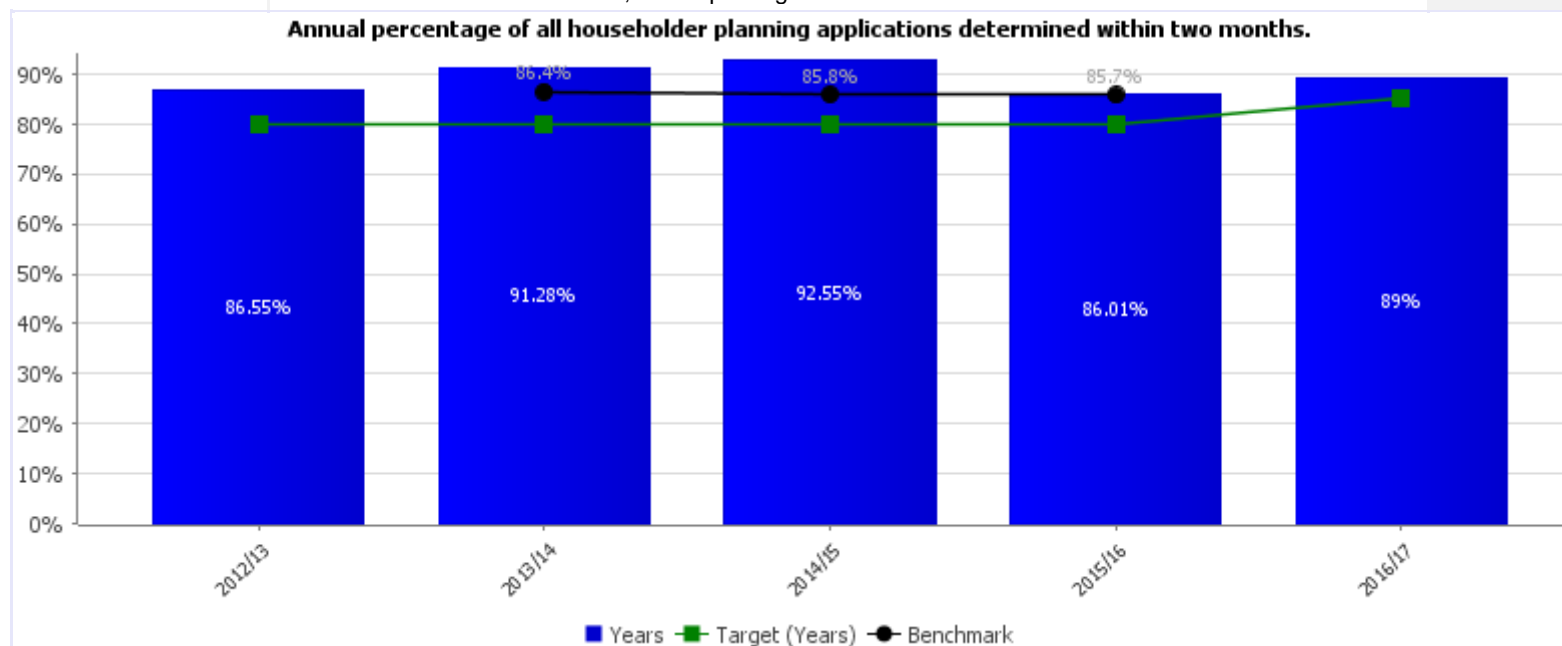
In 2016/17, performance of 98.06% overall service quality was achieved against a target of 97%. This is a slight reduction in performance from 98.5% satisfaction achieved in the previous year.

While the three year trend between 2012/13 and 2014/15 were downwards, this was reversed in 2015/16. The dips in performance in 2013/14 and 2014/15 were as a result of the increase in demand for the service and a change in the client group to those that require addition support.

2016/17 102 customers satisfaction questionnaires completed 99 rated good or excellent
2015/16 199 customers satisfaction questionnaires completed 196 rated good or excellent
2014/15 235 customers satisfaction questionnaires completed 227 rated good or excellent
2013/14 264 customers satisfaction questionnaires completed 260 rated good or excellent
2012/13 223 customers satisfaction questionnaires completed 222 rated good or excellent

The target for 2017/18 will be increased to 98% to reflect current performance

PI Code & Short Name	P:DM031_9b.1a Annual percentage of all householder planning applications determined within two months.	PI Owner	zDM_PIAAdmin; Ross Burton
Description	<p>This performance indicator measures annually the percentage of all householder planning applications determined (fully assessed and decision has been issued) within 2 months.</p> <p>Householder applications are those applications which are for works to existing houses and flats. The 2 month target is a statutory target.</p> <p>The assessment of a householder planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	🟢
		Current Value	89%
		Current Target	85%



Trend Chart Commentary:

The council's performance in 2016/17 was 89.00% (267 applications out of 300 applications) representing a 2.99% improvement from 2015/16, even with a modest increase in the number of applications validated. The 2016/17 figure is well above the statutory target of 80%.

The improvement in performance this year is reflective of there being a dedicated householder planner in post for the full year.

In a national context the council's performance for this indicator is above the last published Scottish average of 87.1% for 2016/17.

For comparative benchmarking purposes, from the most recent figures available in the council's latest Planning Performance Framework (PPF) submission for 2016/17, West Lothian Council is the third best performing authority of all 32 authorities in the average time taken to determine householder applications, though 14th in terms of the percentage determined within two months.

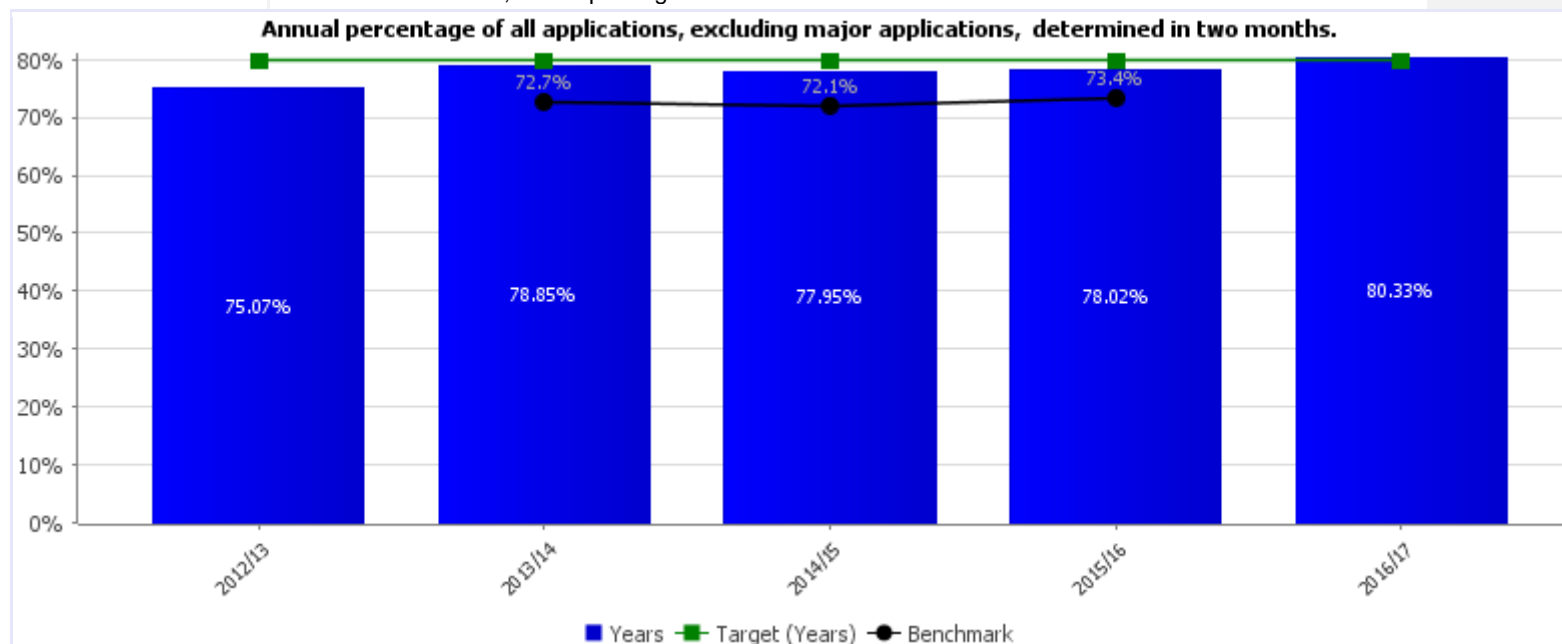
The annual performance data for the last five years shows the number of all householder applications determined in 2 months, out of the total number of all such applications, is as follows:

2016/17 267 out of 300
2015/16 246 out of 286
2014/15 236 out of 255
2013/14 272 out of 298
2012/13 238 out of 275

The statutory target for this indicator is 80%. However, a service level target of 85% has been set for 2016/17.

As there has been a new management structure in place since October 2016 which has overseen the introduction of more regular weekly performance monitoring performance for this indicator has improved to the extent that 100% has been achieved in four of the last six months consequently target for 2017/18 will be set at 90%.

PI Code & Short Name	P:DM033_9b.1a Annual percentage of all applications, excluding major applications, determined in two months.	PI Owner	zDM_PIAAdmin; Wendy McCorriston
Description	<p>This performance indicator measures the percentage of all local planning and other applications determined (fully assessed and decision has been issued) within 2 months by the council. It includes householder planning applications.</p> <p>This category excludes major applications. Major applications are generally for the large development proposals including housing sites for 50 or more units and developments on sites of greater than 2 Ha.</p> <p>The assessment of a planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	🟢
		Current Value	80.33%
		Current Target	80%



Trend Chart Commentary:

The council's performance in 2016/17 at 80.33% (588 out of 732 applications determined) is an improvement on the previous year's performance of 78.02% (614 of 787 applications determined) and is the highest reported performance against this indicator in recent years. It is the first time that performance has exceeded the council's 80% target for this indicator.

There has been a steady improvement in performance against this indicator over the last 5 years. There has also been a new management structure in place since October 2016 which has

overseen the introduction of more regular weekly performance monitoring. Performance for this indicator has improved to the extent that over 80% performance has been achieved in each of the last six months.


For the purposes of benchmarking and from figures available in the council's latest Planning Performance Framework submission for 2015/16, in a national context the council's performance for this indicator is above the 2015/16 annual Scottish average of 73.4%.

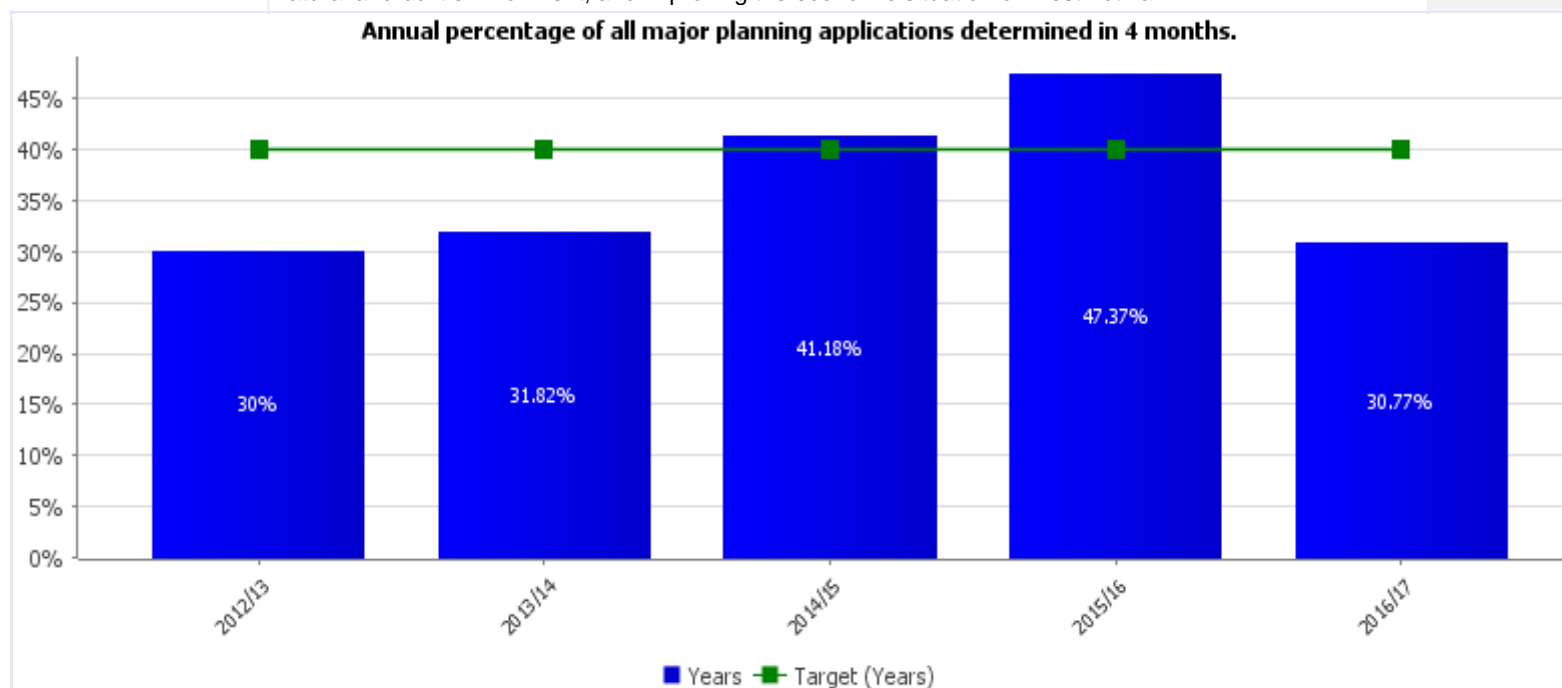
West Lothian Council, in a Scottish context, had the fourth highest proportion of local planning applications of the 32 authorities that were subject to a legal agreement in 2015/16 and this will inevitably extend the time period for determination of this category of planning application.

Over the last five years the number of all non-major applications determined in 2 months, out of the total number of all such applications, is as follows:

2016/17 588 out of 732
2015/16 614 out of 787
2014/15 548 out of 703
2013/14 578 out of 733
2012/13 542 out of 722

The target has been reviewed and will remain at 80%, which is the statutory target for 2017/18. This target will, however, be reviewed during 2017/18 if month on month performance remains above the 80% target.

PI Code & Short Name	P:DM034_9b.1a Annual percentage of all major planning applications determined in 4 months.	PI Owner	zDM_PIAAdmin; Wendy McCorriston
Description	<p>This performance indicator measures the percentage of all major planning applications determined and a decision has been issued within 4 months which is the statutory period for determination of this category of application.</p> <p>'Major' applications are statutorily defined and are the more complex planning applications dealt with by the council. Examples of major planning applications are sites for more than 50 houses, or sites for any form of development where the site area is greater than 2 hectares.</p> <p>This category includes applications for more than 50 houses or for development over two hectares, and which can include applications for the approval of matters specified in conditions following approval of a major application for planning permission in principle.</p> <p>The assessment of a major planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	
		Current Value	30.77%
		Current Target	40%



Trend Chart Commentary:

The council's performance in 2016/17 against this indicator at 30.77% (4 out of 13 applications determined) is a significant drop from the previous years when 47.36% were determined within the statutory period. Performance in 2016/17 is similar to the performance in 2013/14 and 2012/13 of 31.82% and 30% respectively.

Of the 9 applications which took over four months to determine, seven were major housing proposals, two of which required referral to Full Council, four which encountered delays in agent or consultee responses, and two which were delayed for reasons relating to a legal agreement. The other two delayed applications were for Tormywheel wind farm development and Levenseat Quarry waste management site which involved protracted negotiations.

Performance has varied from a low of 30.0% in 2012/13 to the highest figure, 47.37 % in 2015/16. While major applications are in their nature complex and generally include legal agreements which can be lengthy to conclude, there has been a year on year improvement in performance since 2012/13 until the drop last year. The high number of complex housing applications in this period, coupled with the fact that small overall numbers of applications result in a high percentage swing, can account for the drop in performance.


For the purposes of benchmarking, and from the most recent figures available in the council's latest Planning Performance Framework submission for 2015/16, in a national context West Lothian Council has the 10th highest number of major planning applications in Scotland. The benchmarking information is now given in terms of the average processing times of major planning applications. West Lothian is 4th poorest in terms of this timescale against this indicator.

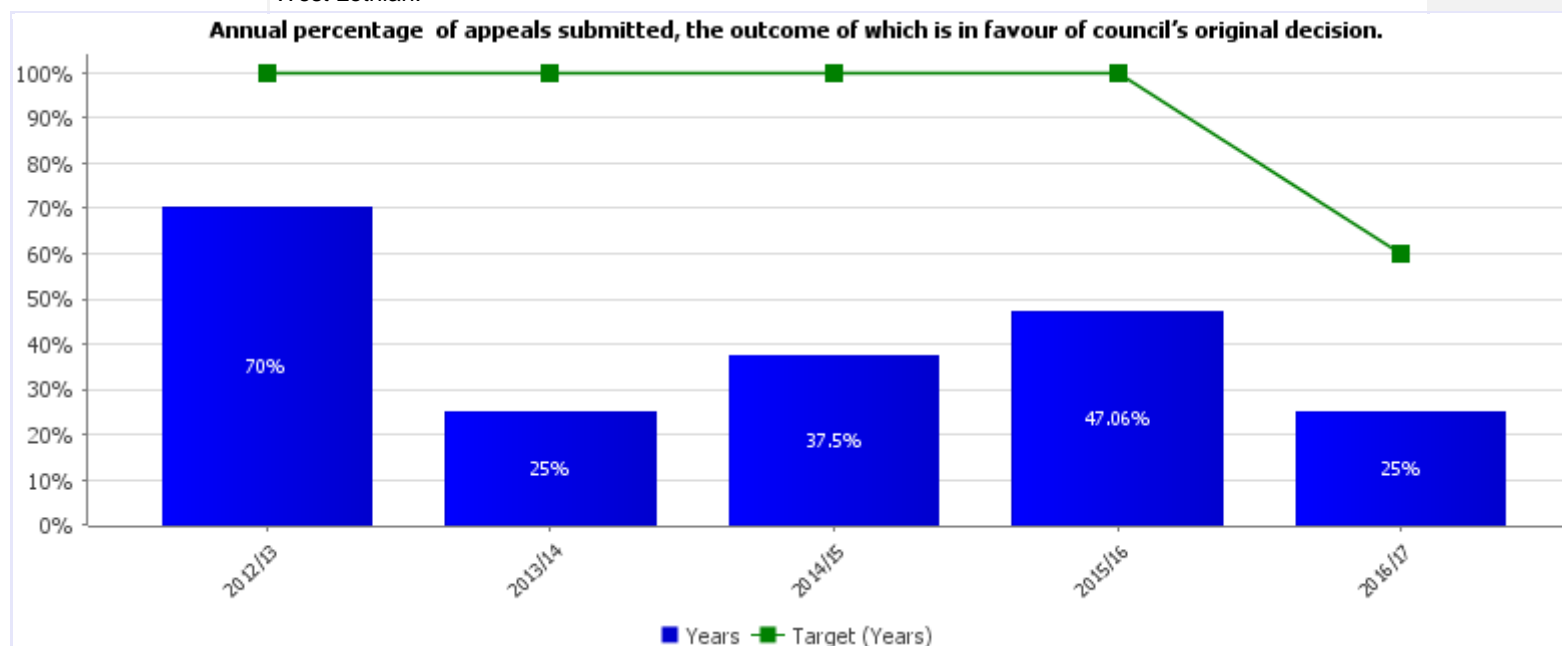
The high number of complex housing applications in this period, coupled with the fact that small overall numbers of applications result in a high percentage swing, can account for the drop in performance. Nevertheless, performance statistics in this category continue to be analysed and issues discussed with Legal Services on a regular basis in respect of those which are subject to a legal agreement.

Performance data over the last five years shows the number of major applications determined in 4 months, out of the total number of all such applications, is as follows:

2016/17 4 out of 13
2015/16 9 out of 19
2014/15 7 out of 17
2013/14 7 out of 22
2012/13 6 out of 20

The target has been reviewed and will remain at 40% for 2017/18 in view of the variable complexity of applications in this category.

PI Code & Short Name	P:DM036_9a.3 Annual percentage of appeals submitted, the outcome of which is in favour of council's original decision.	PI Owner	zDM_PIAAdmin; Wendy McCorriston
Description	<p>This performance indicator measures the percentage of appeals to Scottish Ministers, following refusal of a planning application, or the imposition of a condition on planning consent which the applicant would wish to see removed, the outcome of which is in favour of council's original decision.</p> <p>The refusal of a planning application, and the outcome of any subsequent appeal, relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	
		Current Value	25%
		Current Target	60%



Trend Chart Commentary:

In 2016/17 25% of appeals against the refusal or non-determination of planning applications were decided in favour of the council (2 dismissed and one part dismissed, out of 10 appeals). This represents a reduction on the performance in 2015/16 when 47.06% of appeals (8 out of 17 appeals) were found in favour of the council, but is similar to the figure of 25% in 2013/14 (4 out of 16).

In 2016/17 of the appeals which were upheld (i.e. decided in favour of the appellant) one was for a major housing development at Brotherton Farm, Livingston, one was for 42 flats in Bathgate, one was for a wind turbine and one was for an energy storage facility. Two more related to High Hedge Notices (one of these was only part upheld), one to a single house development and one

to a house extension. The applications for 42 flats and the energy storage facility were refused contrary to the officer recommendation.


All appeal decisions are analysed to identify potential improvements to the team's decision making process, to ensure that a greater percentage of appeals are consistent with the council's decision. Decisions to refuse planning permission are scrutinised to ensure that there are clear prospects of success in any subsequent appeal process.

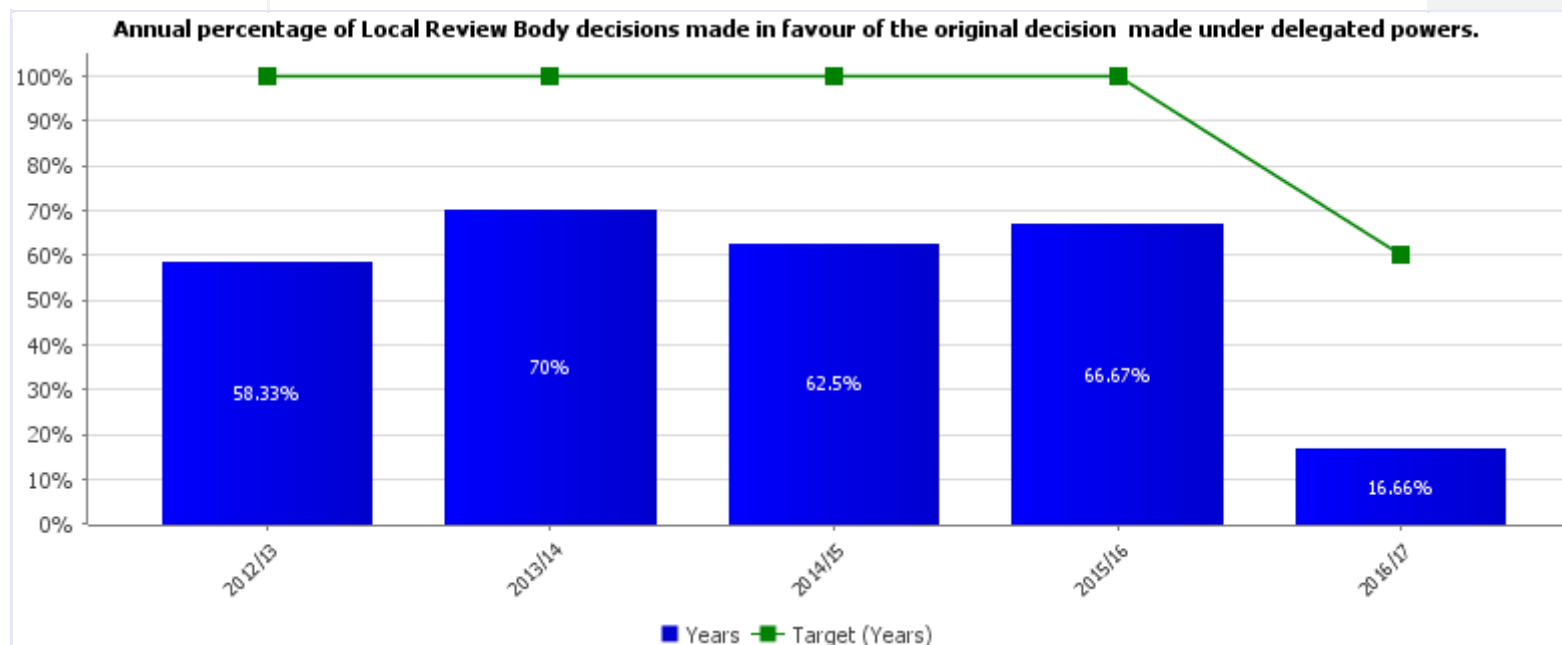
For benchmarking purposes, the council's figure for 2015/16 was close to the national figure of 47.1% .

Performance data over the last five years shows the number of appeals in favour of the council's original decision, out of the total number of appeals submitted, is as follows:

2016/17 2.5 out of 10
2015/16 8 out of 17
2014/15 3 out of 8
2013/14 4 out of 16
2012/13 7 out of 10

The target for this indicator was set at 60% in 2016/17, a figure which exceeds the national average percentage of appeals upheld over the previous four years, which stands at 55.5%. The 60% target will remain for 2017/18, but will be reviewed following analysis of the decisions which are due to be taken by Ministers, particularly where an appeal is upheld (i.e. decided in the appellant's favour).

PI Code & Short Name	P:DM037_9a.3 Annual percentage of Local Review Body decisions made in favour of the original decision made under delegated powers.	PI Owner	zDM_PIAAdmin; Wendy McCorriston
Description	<p>This performance indicator measures the percentage of Local Review Body (LRB) decisions in favour of the delegated decision of the Head of Planning and Economic Development.</p> <p>Statute provides that where a decision on a planning application is refused under powers delegated to the Head of Planning and Economic Development the aggrieved applicant can seek a review of that decision to the council's Local Review Body (LRB).</p> <p>The refusal of a planning application, and the outcome of any subsequent appeal relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	
		Current Value	16.66%
		Current Target	60%



Trend Chart Commentary:

In 2016/17 only 16.66% (2 out of 12 local reviews) confirmed the original decision of the appointed person. This is a significant reduction in this indicator from any of the previous four years, including 2015/16 where 66.67% of local reviews confirmed the original decision of the appointed person (16 out of 24 local reviews). However, there were far fewer cases referred to Local Review Body than there have been over the last three years and consequently the actual number of cases overturned (10) is only marginally above the numbers in the previous three years

when 6 or 8 were overturned.

Applications granted planning permission by the council's local review body (LRB) in 2016/17 included five householder applications, this being the total number of householder applications submitted for review last year. Therefore, all the householder cases were granted by the LRB. This was the same in respect of two cases where conditions were reviewed and both were granted. Of the three other cases granted, one was for permission in principle for 6 houses at Raw Holdings, one was for the change of use from open space to garden ground in Polbeth and one was for the change of use from class 4 to a car and van hire business at Houston Mains Holdings.

Cases dismissed were one application for a housing development of 32 houses and a change of use from open space to garden ground in Linlithgow.

These outcomes are analysed to identify scope for improvements to the team's decision making, to ensure a greater percentage of local reviews are consistent with the appointed person's delegated decision. Decisions to refuse planning permission under delegated powers are scrutinised by the Development Management Manager to ensure that there are clear prospects of success in any subsequent review process.

Whilst there were far fewer cases referred to LRB than there have been over the last three years, the grant of all the householder cases by LRB is notable. Further scrutiny and identification of the issues that are leading to the grant of permissions at the LRB will therefore be undertaken in respect of householder applications in particular.

For the purposes of benchmarking, and from the most recent figures available for Scotland in 2015/16, the council had the 9th highest number of local reviews (24). The council was above the Scottish average of 60.2% of original decisions being upheld.

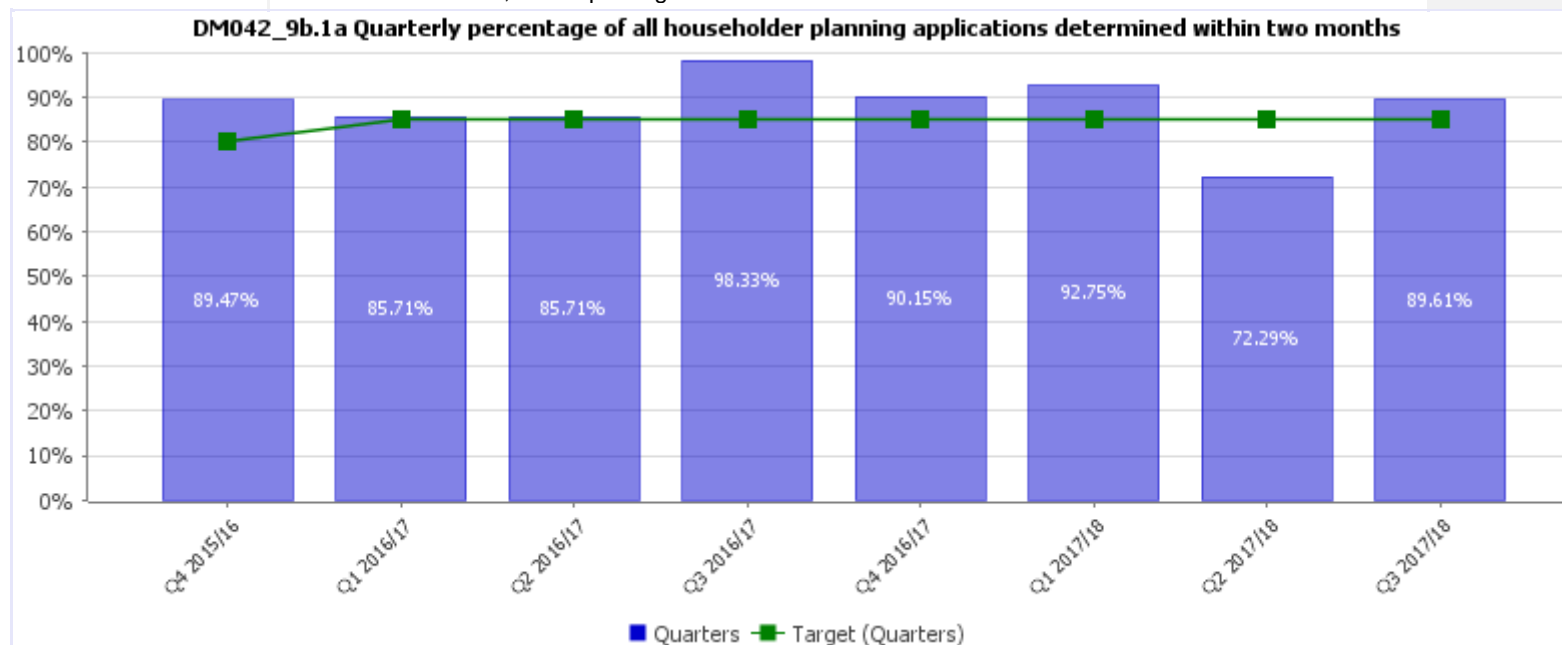
The council's overall timescale for determining local reviews was 7.3 weeks; the Scottish average was 11.7 weeks. The council was the joint second quickest performing authority in this category.

Performance data over the last five years shows the number of local reviews in favour of the original delegated decision out of the total number of local reviews submitted is as follows:

2016/17 2 out of 12
2015/16 16 out of 24
2014/15 10 out of 16
2013/14 14 out of 20
2012/13 7 out of 12

In 2016/17 a target of 60% was applied to this indicator, in line with the target for appeals submitted to Ministers. This target will be retained in 2017/18 and further analysis of the Local Review Body's decisions will be undertaken.

PI Code & Short Name	DM042_9b.1a Quarterly percentage of all householder planning applications determined within two months	PI Owner	zDM_PIAAdmin; Ross Burton
Description	<p>This performance indicator measures on a quarterly basis the percentage of all householder planning applications determined (fully assessed and decision has been issued) within 2 months.</p> <p>Householder applications are those applications which are for works to existing houses and flats. The 2 month target is a statutory target.</p> <p>The assessment of a planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	🟢
		Current Value	89.61%
		Current Target	85%



Trend Chart Commentary:

The figure for Q3 2017/18 is, at 89.61%, above the target of 85%, which represents a significant improvement from the previous quarter, which showed a dip in performance brought about by the disruption to the service from the introduction of new software. The figures also demonstrate the excellent performance of the new householder planning officer, who took post in August. Eight of the 77 applications determined over this period were delayed: one was called to committee, one had conservation area/archaeological issues which required specialist advice, one had drainage issues requiring specialist input and four were delayed because the agent was slow in submitting revised plans following negotiations.

Improvements negotiated to householder applications are now recorded; the most recently audited figures suggest that 30% of householder applications have been improved by the case officer,

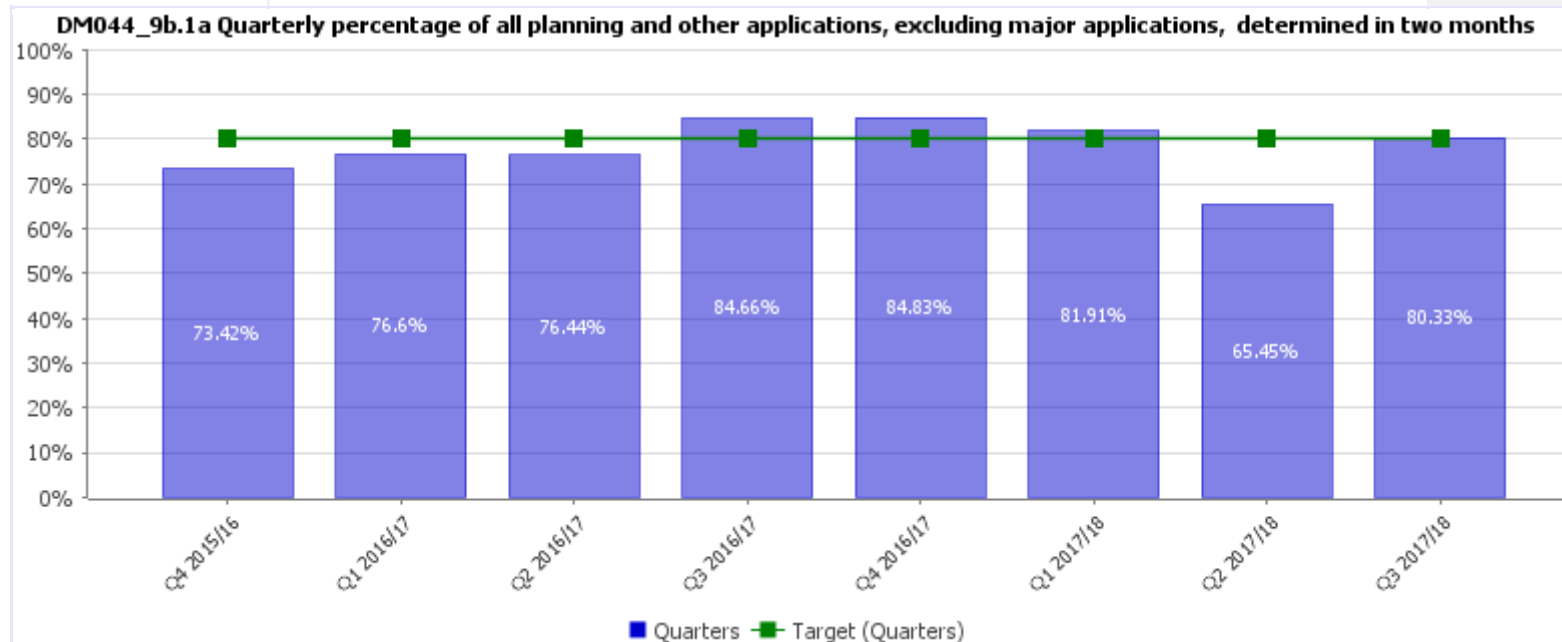
while continuing to meet high targets.

The performance data shows the number of all householder applications determined in 2 months, out of the total number of all such applications, is as follows:

Q3 2017/18 69 out of 77
Q2 2017/18 60 out of 83
Q4 2016/17 55 out of 61
Q3 2016/17 59 out of 60
Q2 2016/17 78 out of 91
Q1 2016/17 78 out of 91
Q4 2015/16 51 out of 57

Performance has been above target for the last five years and given that 85% has been achieved in the past this will be set as the target for 2017/18, to be reviewed following any changes to the process of determination which come from any review of delegated procedures.

PI Code & Short Name	DM044_9b.1a Quarterly percentage of all planning and other applications, excluding major applications, determined in two months	PI Owner	zDM_PIAAdmin; Wendy McCorriston
Description	<p>This performance indicator measures percentage of all planning and other applications, excluding major applications, determined (fully assessed and decision has been issued) in two months.</p> <p>This category excludes applications for listed building consent, advertisement consent and hazardous substances consent, but includes householder applications.</p> <p>The assessment of a local planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	🟢
		Current Value	80.33%
		Current Target	80%



Trend Chart Commentary:

In Q3 2017/18 80.33% of applications were determined within the target timescale, a significant improvement in performance compared to the figure of 65.45% achieved in the previous quarter and above the 80% target.

The drop in performance for Q2 2017/18 was anticipated as the Development Management service implemented a software upgrade, from Acolaid to Uniform, in early July 2017. As this software is used to register, monitor and determine planning applications, for a period of two weeks the service was unable to register new applications or to issue decision notices for applications which were in the process of being determined. The monthly July figure, of 44.12% of non-major and other applications determined within two months, particularly reflects the

significance of the disruption to the functioning of the service. The Q2 2017/18 figure therefore included the month of the greatest disruption and the following two months when the system was bedding in and is reflective of these circumstances.

The Q3 figure now shows a return to the level of performance above the 80% target, which is in line with the performance prior to the installation and implementation of the new software system.

Of 183 applications determined in the quarter, 147 were determined within the two month target and 36 out with the target. The main reason for delays with these applications was waiting for amended plans and additional information from applicants and agents (eleven applications), other reasons included listed building or conservation issues (four applications), referrals to committee or the requirement to be placed on a delegated list (ten applications), delays in responses from consultees in relation to specialised reports, such as contaminated land and drainage and some delays due to public holidays.

For the purposes of benchmarking and from figures available in the council's Planning Performance Framework for 2016/17, in a national context the council's annual performance for this indicator is 82.6% which is above the annual Scottish average of 75.4%

The performance data shows the number of all planning and other applications, excluding major applications, determined in two months, out of the total number of all such applications, and is as follows:

Q3 2017/18 147 out of 183

Q2 2017/18 108 out of 165

Q1 2017/18 154 out of 188

Q4 2016/17 151 out of 178


Q3 2016/17 149 out of 176

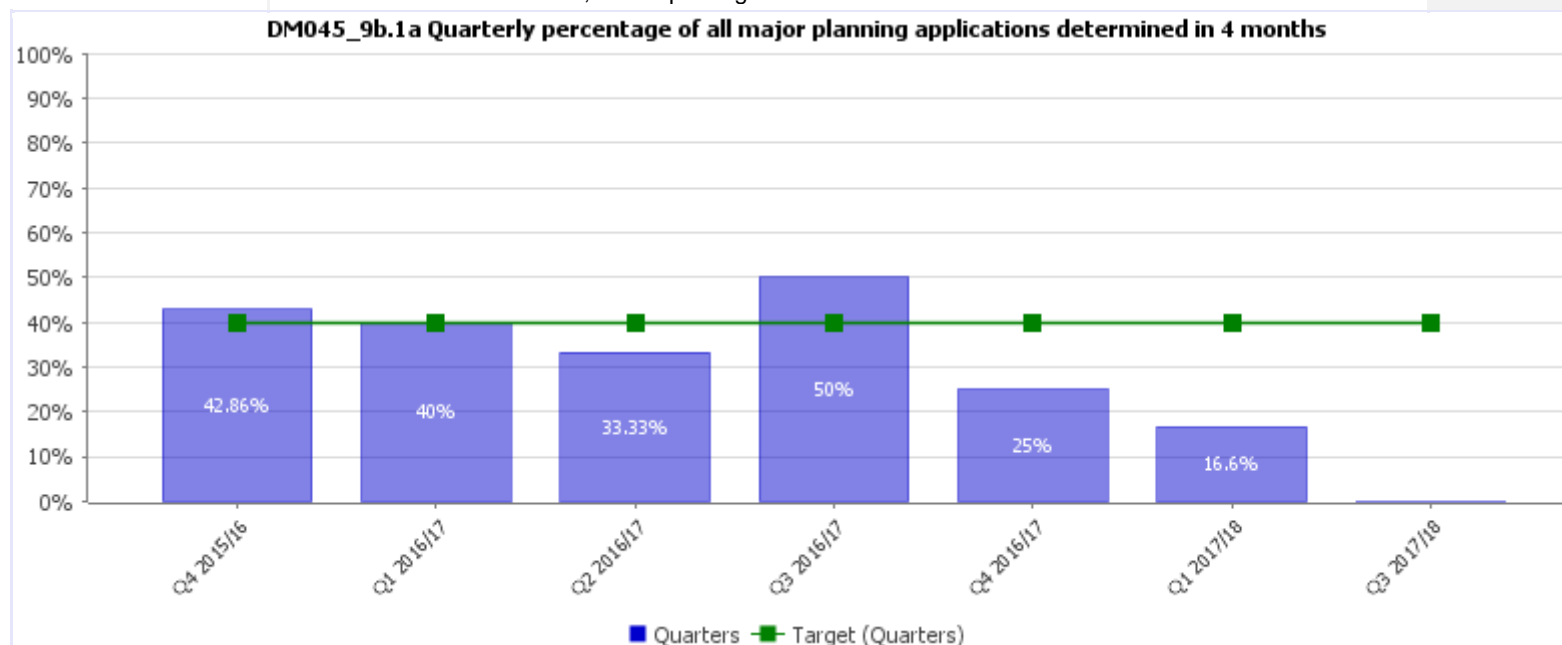
Q2 2016/17 146 out of 191

Q1 2016/17 144 out of 188

Q4 2015/16 116 out of 158

The target has been reviewed and is remaining at 80% for 2017/18, to tie in with the target set for householder applications (85%) and to give a target which is achievable but challenging.

PI Code & Short Name	DM045_9b.1a Quarterly percentage of all major planning applications determined in 4 months	PI Owner	zDM_PIAAdmin; Wendy McCorriston
Description	<p>This performance indicator measures percentage of all major applications determined (fully assessed and decision has been issued) within four months.</p> <p>'Major' applications are statutorily defined and are the more complex planning applications dealt with by the council. Examples of major planning applications are sites for more than 50 houses, or sites for any form of development where the site area is greater than 2 hectares.</p> <p>The statutory period for processing major applications is four months which equates to 120 days.</p> <p>The assessment of a major planning application relates to the council's key outcomes for protecting the natural and built environment, and improving the economic situation of West Lothian.</p>	Traffic Light Icon	
		Current Value	0%
		Current Target	40%



Trend Chart Commentary:

Performance for Q3 2017/18, at 0% was below the target for the third successive quarter but relates to only one application. That application was for an 110 house residential development which was subject to lengthy negotiations regarding the required developer contributions and the subsequent legal agreement, together with complicated issues which required specialist inputs and complex negotiations to resolve. The small numbers of applications which are counted in this indicator means that the percentage figures which are reported are not an accurate reflection of the performance of the planning officers who deal with these complicated applications.

For the purposes of benchmarking, and from the most recent figures available from the Scottish Government for 2015/16, in a national context West Lothian Council has the 5th highest number of major planning applications in Scotland.

Performance data shows the number of major applications determined in 4 months, out of the total number of all such applications, is as follows:

Q3 2017/18 0 out of 1

Q2 2017/18 Nil

Q1 2017/18 1 out of 6

Q4 2014/15 1 out of 4

Q3 2016/17 1 out of 2

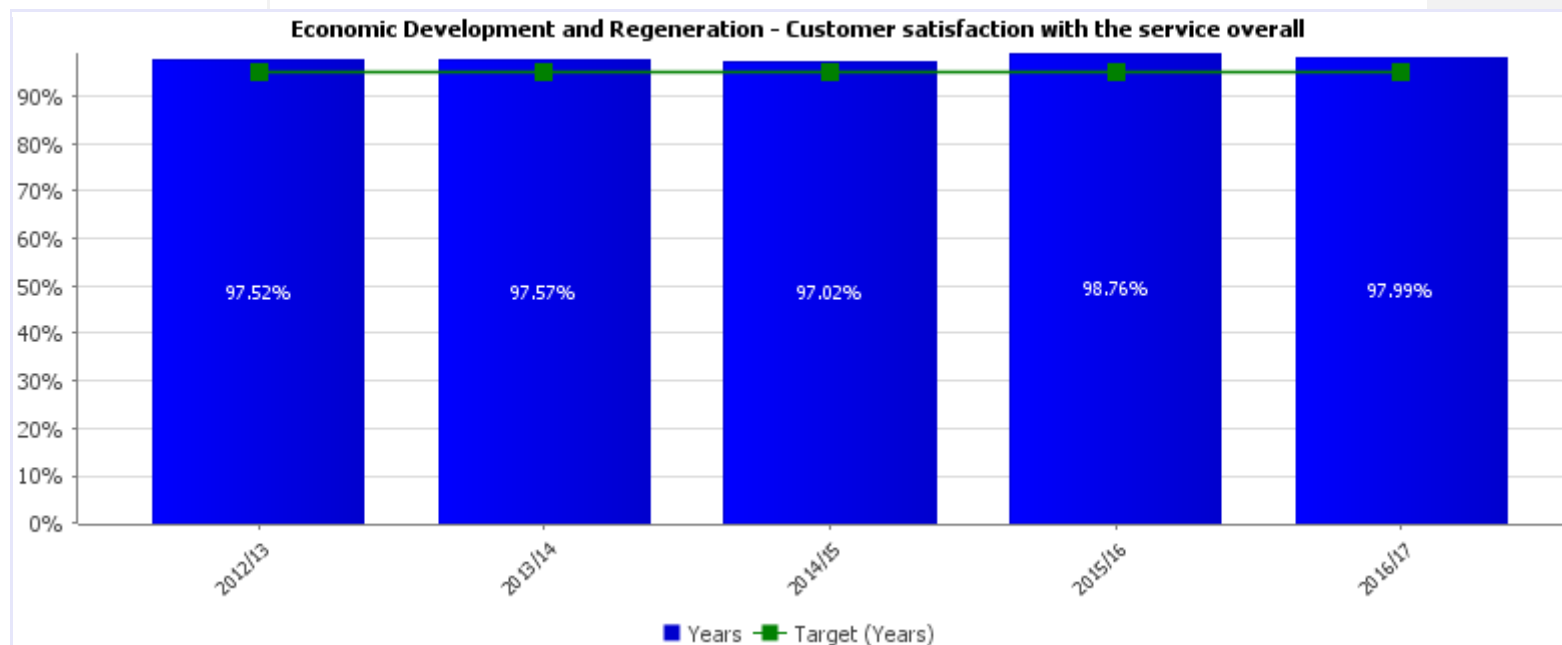
Q2 2016/17 1 out of 3

Q1 2016/17 2 out of 5

Q4 2015/16 3 out of 7

Given the small numbers of applications which are considered under this indicator, it is recommended that the target for 2016/17 should be remaining at 40%. This target will be reviewed in 2017/18, following the forthcoming changes to Development Management's delegated procedures.

PI Code & Short Name	P:EDR007_6a.7 Economic Development and Regeneration - Customer satisfaction with the service overall	PI Owner	zEDR_PIAAdmin; Alice Mitchell
Description	This performance indicator measures the number of Economic Development and Regeneration 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.	Traffic Light Icon	🟢
		Current Value	97.99%
		Current Target	95%



Trend Chart Commentary:

In 2016/17 97.99% of Economic Development and Regeneration customers rated our overall quality of the service as good or excellent.

The 2016/17 rating of 97.99% is just slightly down from the previous year by 0.77%, where in 2015/16 a rating of 98.76% as good or excellent quality of service was achieved.

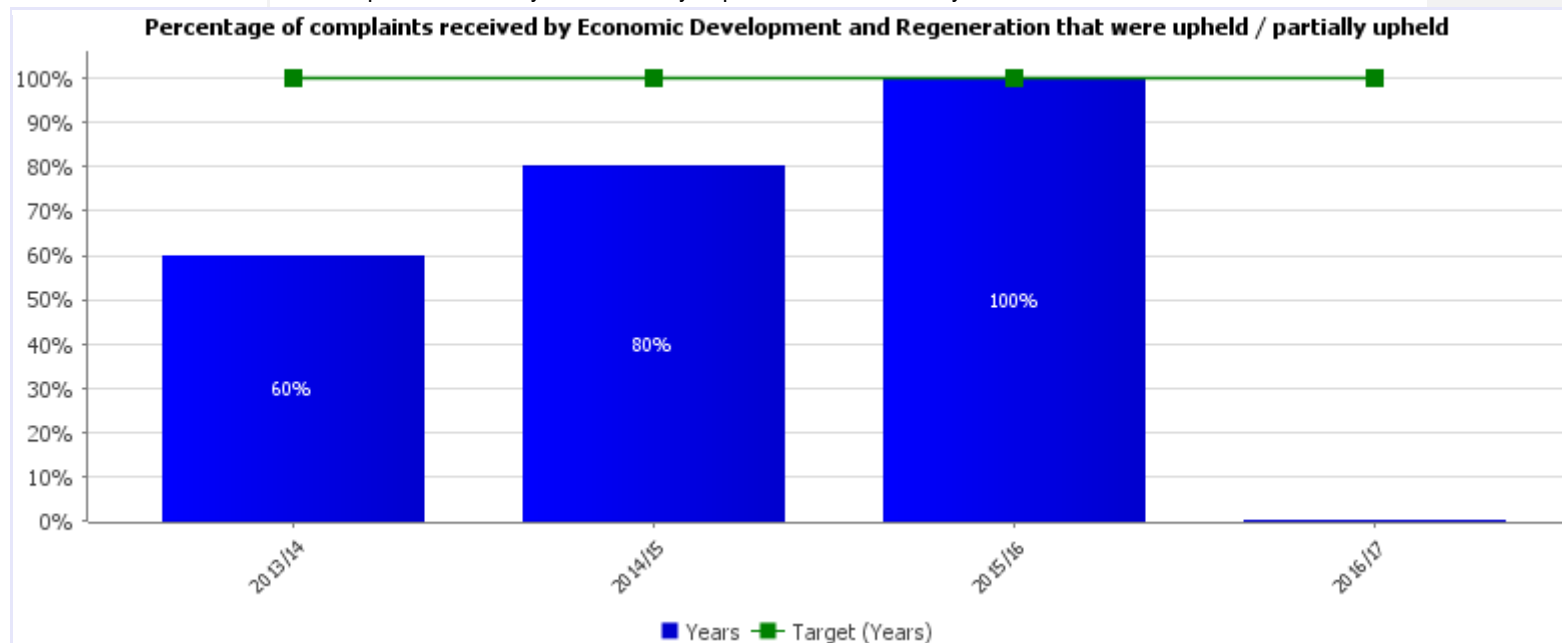
In previous years there has been slight variation in levels of satisfaction achieved, levels of satisfaction rating good or excellent. 2014/15 at 97.02%, 2013/14 achieved 97.57% and in 2012/13 achieved 97.52%.

Percentage of customers who rated the customers rated the quality of Economic Development and Regeneration service for each year is as follows:

2016/17 - 293 out of 299 completed surveys rated our overall quality of the service as good or excellent
2015/16 - 557 out of 564 completed surveys rated our overall quality of the service as good or excellent
2014/15 - 813 out of 838 completed surveys rated our overall quality of the service as good or excellent
2013/14 - 642 out of 658 completed surveys rated our overall quality of the service as good or excellent
2012/13 - 629 out of 656 completed surveys rated our overall quality of the service as good or excellent

The target for 2017/18 is for 95% of Economic Development and Regeneration customers rating our overall quality of the service as good or excellent. As the service has consistently met or exceeded 95% since 2012/13, the target remains the same.

PI Code & Short Name	P:EDR011_6b.4 Percentage of complaints received by Economic Development and Regeneration that were upheld / partially upheld	PI Owner	zEDR_PIAAdmin; Alice Mitchell
Description	<p>This indicator measures the total number of complaints received by Economic Development and Regeneration which were upheld or partially upheld as a percentage of all complaints received.</p> <p>The data for this indicator is extracted from the customer relationship management system (CRM).</p> <p>The complaints are analysed to identify improvements to the way the service is delivered to customers.</p>	Traffic Light Icon	🟢
		Current Value	0%
		Current Target	100%



Trend Chart Commentary:

During 2016/17 only one complaint was received by the service which was not upheld or partially upheld.

In 2015/16, a total of 2 complaints were received. This is lower than the 4 received during 2014/15.

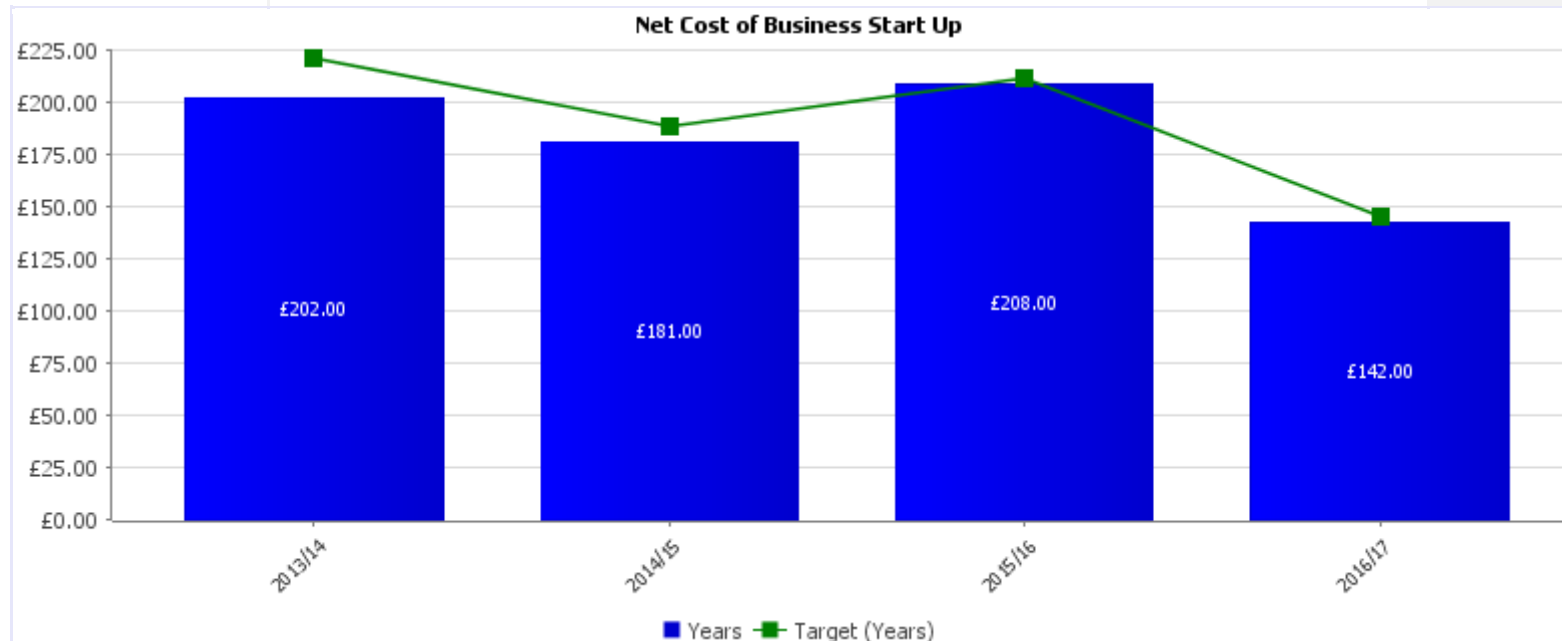
Number of complaints received by Economic Development and Regeneration that were upheld / partially upheld for each year is as follows:

2016/17 0 out of 1 (0%)
 2015/16 2 out of 2 (100%)
 2014/15 4 out of 5 (80%)

2013/14 3 out of 5 (60%)

The target for 2017/18 is no more than 4 complaints to be upheld/partially upheld. Customer satisfaction surveys show consistently high levels of service delivery so it is reasonable to expect correspondingly low levels of complaints.

PI Code & Short Name	P:EDR022_9a.1a Net Cost of Business Start Up	PI Owner	zEDR_PIAAdmin; Jim Henderson
Description	This is the annual net cost of supporting a customer to start-up in business through the Council's Business Gateway service. The budget versus the actual cost will be monitored on an annual basis. The target cost will be worked out through using the activity budget prepared by Finance. This figure will then be divided by annual start-up target. The actual cost will be calculated through the year end data.	Traffic Light Icon	✓
		Current Value	£142.00
		Current Target	£145.00



Trend Chart Commentary

The net budget for 2016/17 was £57,977 to deliver 400 starts. Target net cost was £145 per start. The actual number of starts was 407 at a cost of £142 per start. As in 2015/16, the number of starts was a stretching target against a backdrop of low unemployment.

The target for 2015/16 was £211 per business. The actual number of starts achieved was 407 at a cost of £208 per business. Therefore the target was achieved. The lower number of starts compared with 2014/15 is in part a consequence of an improving job market with fewer individuals choosing a self-employment option as a means of finding employment.

In 2014/15, the budget available for the start-up service reduced to £84,515. With a start-up target of 400 businesses, this translated into a net cost target of £211 per each business start-up. Again the number of businesses supported exceeded target with 447 starts being assisted, and the net cost for each business start was £189.

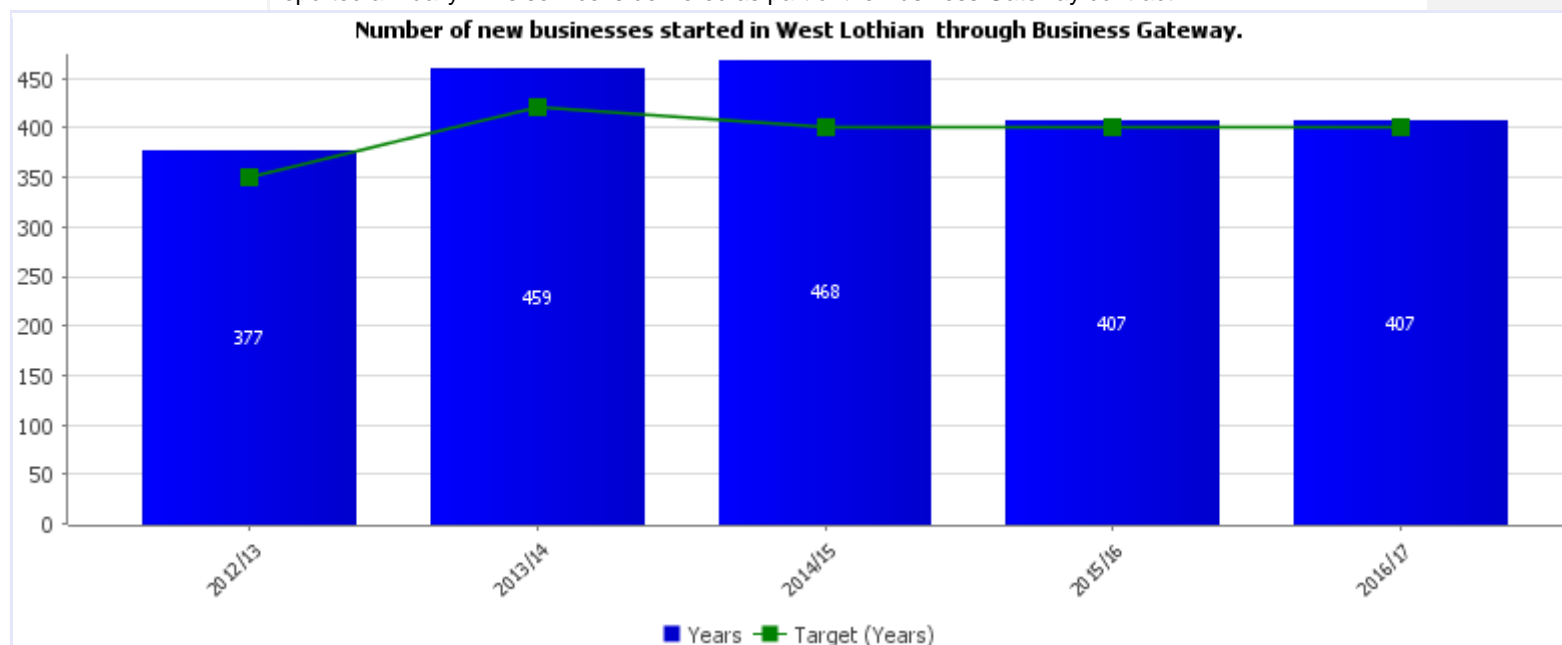
In 2013/14, the net cost of a business start-up was £202 per business, compared with a target of £221. The target was based on a net revenue budget cost of £92,727 and an aspiration of

assisting 420 businesses. However, a total of 459 businesses were assisted, so the net cost was significantly lower than the target for the year.

Further work on benchmarking the cost of business start-up activity across Scotland is being undertaken through SLAED (Scottish Local Authorities Economic Development Group) and the Improvement Service.

The estimated target for 2017/18 is £145 per business. This is based on a similar budget to support 400 start-ups.

PI Code & Short Name	CP:EDR038_9b.1a Number of new businesses started in West Lothian through Business Gateway.	PI Owner	zEDR_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.	Traffic Light Icon	🟢
		Current Value	407
		Current Target	400



Trend Chart Commentary:

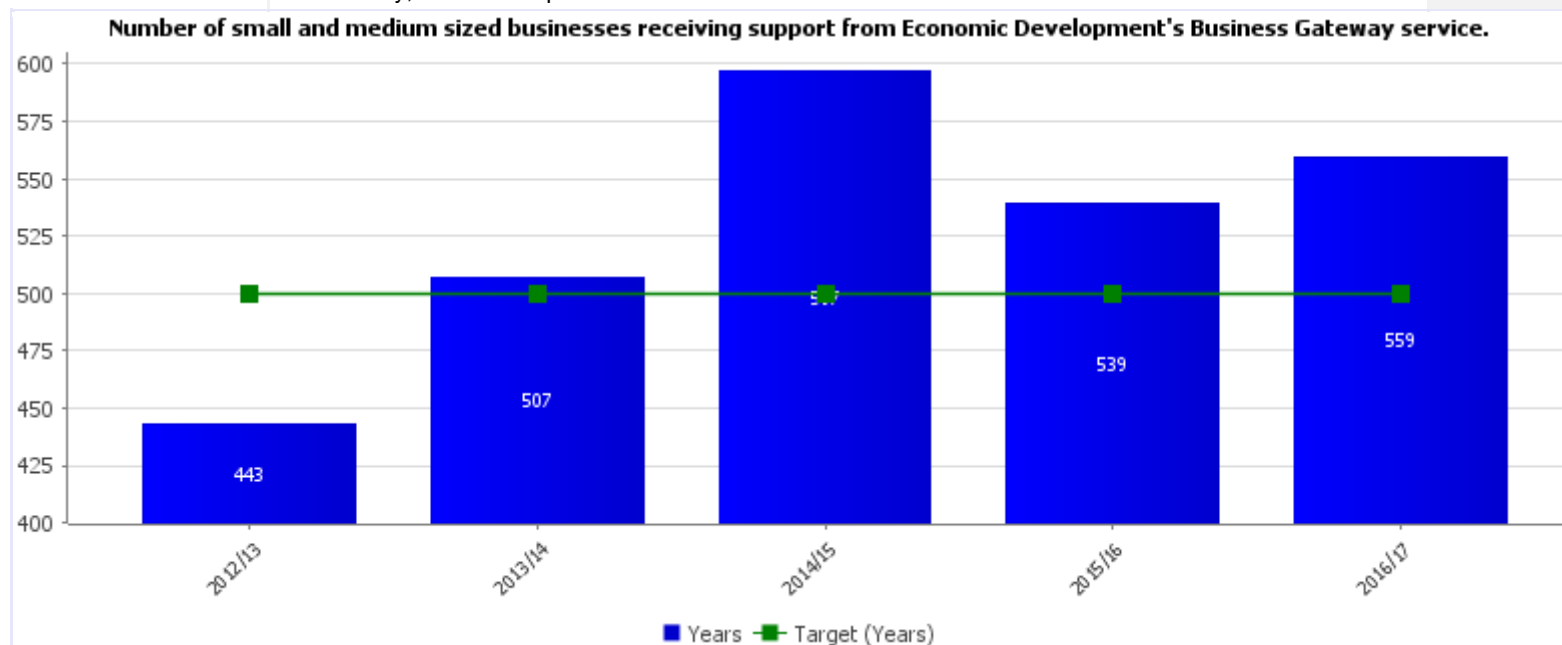
In 2016/17, we helped 407 new businesses to start-up. This was against a target of 400. This target is agreed as part of the Lothian Consortium of four local authorities. The Consortium target is 2,000 starts per annum. Performance has been maintained with 407 starts also delivered in 2015/16. It is worth noting that starts are a function of wider unemployment rates and local jobs demand. In West Lothian we have lower than average unemployment and unfilled job vacancies. This combination can reduce the level of starts.

We benchmark against other areas e.g. Dundee 291 starts, Falkirk 307 starts, City of Glasgow 374 starts and North Lanarkshire 500 starts.

The longer-term trend from 2013 (377 starts) to 2017 (407 starts) is improving. 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 local partners including Job Centre and West Lothian College. The second factor helping improve performance from 2011/12 onwards is the establishment of outreach promotion and better partnership working.

The target for 2017/18 is 400 starts having regard to the influencing factors set out above.

PI Code & Short Name	CP:EDR039_9b.1a Number of small and medium sized businesses receiving support from Economic Development's Business Gateway service.	PI Owner	zEDR_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.	Traffic Light Icon	🟢
		Current Value	559
		Current Target	500



Trend Chart Commentary:

In 2016/17, we supported 559 firms against a target of supporting 500 firms. In 2015/16, we supported 539 firms. 500 firms is a stretching target given the reduced level of staff and in-depth support provided to firms. Performance by the team in 2016/17 is encouraging because 2 FT staff left between November 2016 and January 2017. The team remained focused on supporting West Lothian businesses and worked to meet and exceed their targets.

The longer-term trend shows improved service delivery from 443 firms assisted in 2012/13 to 559 firms assisted in 2016/17. With additional adviser resource, 597 firms were assisted in 2014/15. The team responded flexibly to a reduction in staff resource during 2015 and 2016.

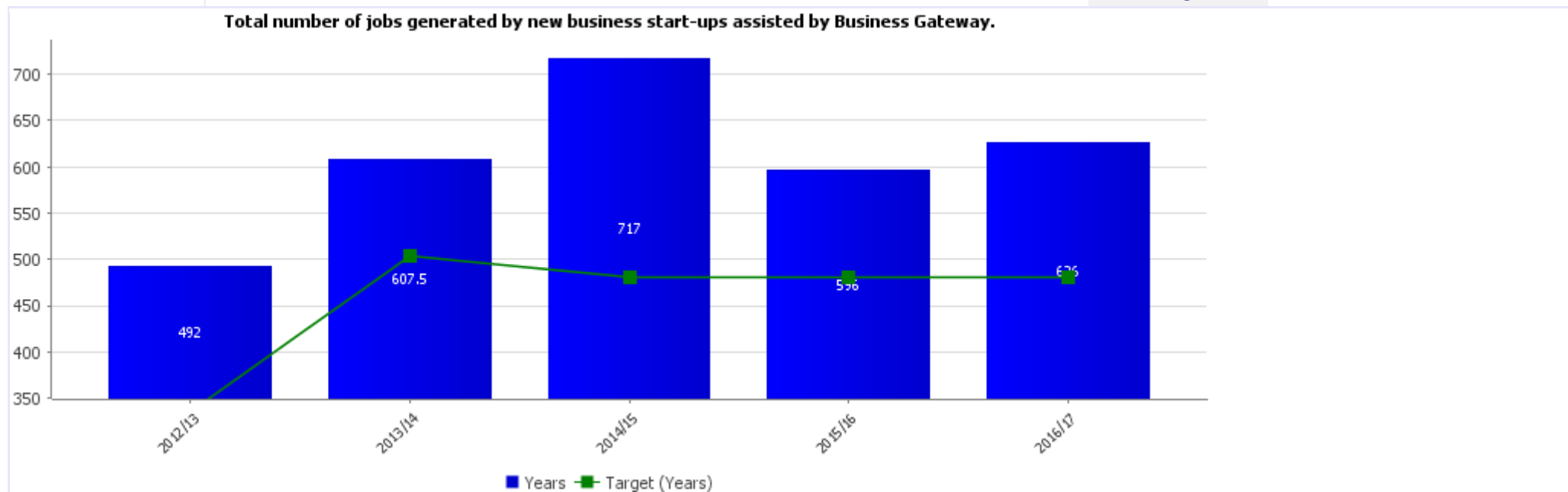
The launch of the Economic Growth Plan in April 2013 has created capacity to support more firms. In October 2012, a new Business Gateway contract was agreed which enables more flexibility

over local delivery.

We prioritise a more intensive service to businesses and make use of products such as secured loan funding and business health checks, in order to maximise the economic impact of activity in terms of generating new jobs and safeguarding existing jobs.

The target for 2017/18 is retained at 500 firms supported, this remains a stretching target.

PI Code & Short Name	CP:EDR040_9b.2a Total number of jobs generated by new business start-ups assisted by Business Gateway.	PI Owner	zEDR_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.	Traffic Light Icon	🟢
		Current Value	626
		Current Target	480



Trend Chart Commentary:

In 2016/17, we helped create 626 jobs against a target of 480 jobs. This target is directly linked to the agreed target of 400 business starts. Through adviser intervention, we aim to deliver more starts than target and so create more jobs than target.

In 2016, we helped create 596 jobs against a target of 480 jobs generated. With additional adviser resource in 2015, there were more starts (468) and more jobs (717) created.

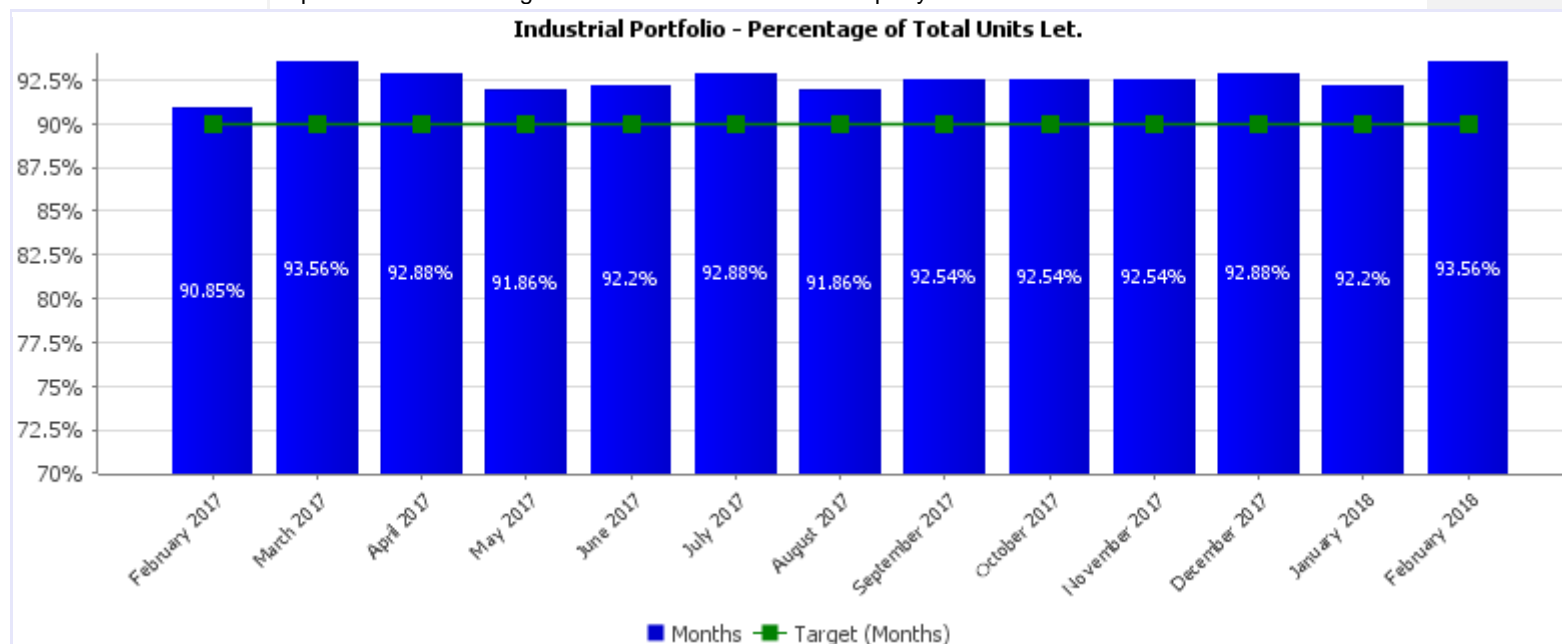
The longer-term trend is improving from 492 jobs generated in 2013 to 626 jobs generated in 2017. This improvement in performance reflects the longer-term work of the business adviser team.

A combination of factors are improving the trend. Firstly, the start-up advisers have supported more firms to begin trading. 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 this performance indicator only measures jobs created by start-up firms.

The target for 2017/18 is 480 jobs generated from 400 new start-up businesses.

PI Code & Short Name	P:PMD161_9b.1a Industrial Portfolio - Percentage of Total Units Let.	PI Owner	zPMD_PIAAdmin; Paul Kettrick
Description	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 300 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 August 2015 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, with the objective of maximising occupancy levels. More details on the council's portfolio can be found on http://www.westlothian.gov.uk/article/2494/Land-and-Property	Traffic Light Icon	🟢
		Current Value	93.56%
		Current Target	90%



Trend Chart Commentary:

Occupancy for this month (February 2018) is 93.56% and is at the top end of the 12 month range 90.85% to 93.56%. Occupancy levels are above target and have been relatively stable over the past 12 months. A number of larger size industrial units have come vacant. These take longer to re let and this is likely to affect the trend over the next six months.

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. Capital improvements have been undertaken over the past three

years to preserve the income stream from the portfolio. We will continue to work on improving the appeal of our properties.

March 2018/19 target is set at 90% this allows us to maintain currently levels whilst investigating areas for improvements.

PI Code & Short Name	P:PMD162_9b.1a Retail Portfolio - Percentage of Total Shops Let.	PI Owner	zPMD_PIAAdmin; Paul Kettrick
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 112 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 (Reviewed August 15). Targets are reviewed annually in April and take account of the economic climate, the property market, and our rental income target, with the objective of maximising occupancy levels. Target for 16/17 is set at 94% occupancy. More details on the council's portfolio can be found on http://www.westlothian.gov.uk/article/2494/Land-and-Property	Traffic Light Icon	🟢
		Current Value	94.59%
		Current Target	94%



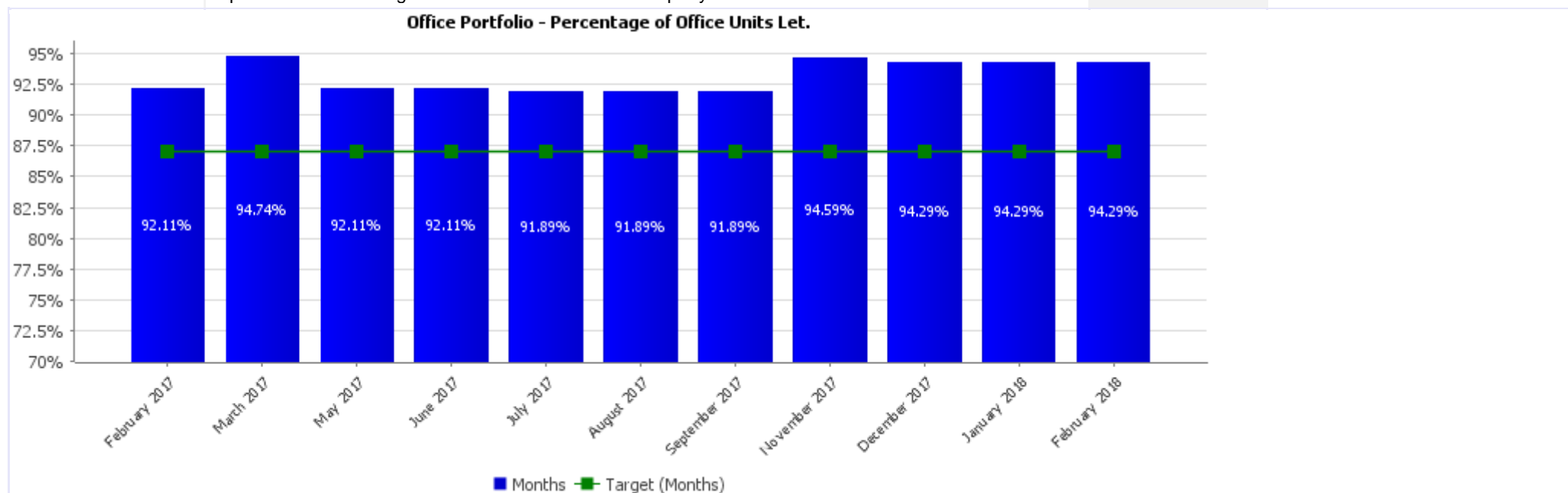
Trend Chart Commentary:

The trend over the past 12 months has been fairly consistent with returns in the range of 94.59% to 96.4% . This month (February 18) occupancy is at 94.59%. This is ahead of the target of 94%. Capital expenditure is required on two of the voids prior to re letting and therefore there is a risk that the measure will be impacted during the refurbishment process.

Generally, retail tenancies have been less volatile, with a reduced incidence of tenants experiencing difficulty. From talking with our retail tenants and debt monitoring we anticipate a higher level of volatility for the 2018/19

Target will continue to be set at 94% in order to help maintain currently levels.

PI Code & Short Name	P:PMD163_9b.1a Office Portfolio - Percentage of Office Units Let.	PI Owner	zPMD_PIAAdmin; Paul Kettrick
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 42 self-contained offices, or suites in multi-occupancy buildings. The calculation of the PI was reviewed in April 2010 to ensure its comparability with PI's produced by our benchmarking partners in other local authorities. The total also reflects recent changes in the portfolio (reviewed August 2015). Targets are reviewed annually in April and take account of the economic climate, the property market, and our rental income target, with the objective of maximising occupancy levels. More details on the council's portfolio can be found on http://www.westlothian.gov.uk/article/2494/Land-and-Property	Traffic Light Icon	🟢
		Current Value	94.29%
		Current Target	87%




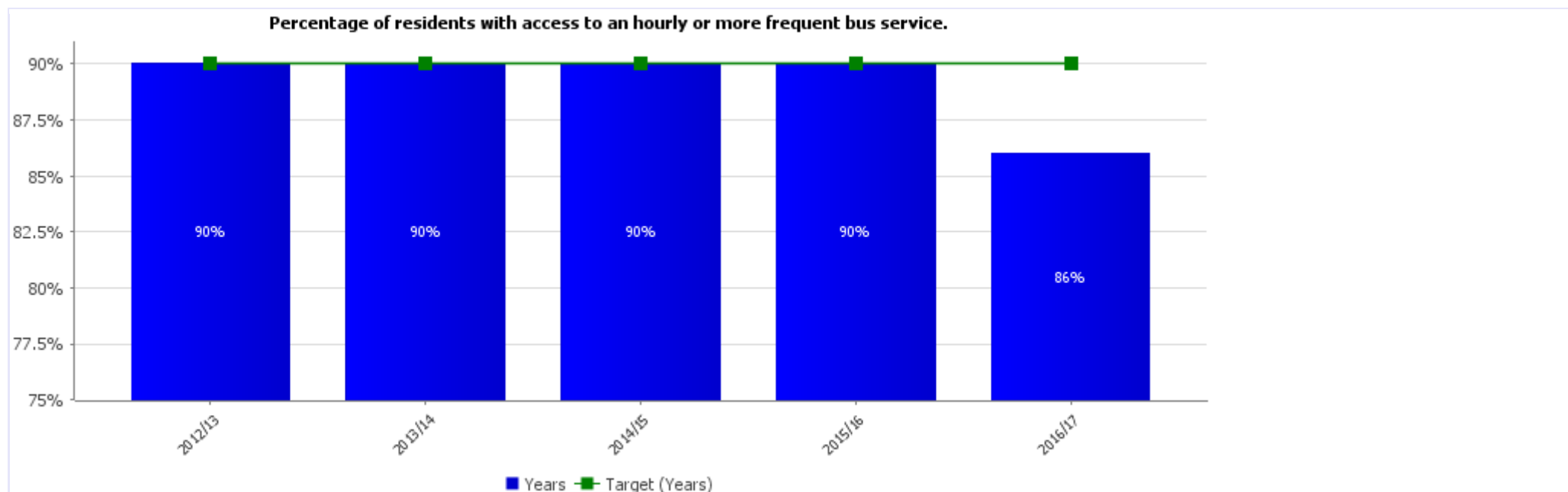
Trend Chart Commentary:

This month (February 2018) sees occupancy at 94.29%. The 12 month range has been 91.89% to 94.59% and occupancy has been fairly stable. Were units do become void they are taking longer to re let compared to the shop and industrial properties, which is indicative of the weak office market.

The office market for larger suites in West Lothian continues to be challenging. A local commercial agent is assisting the marketing of the largest office void.

Target will be set at 90% going forward as over the past 12 month range the figures haven't dropped below 90%, by raising the target slightly will assist the team in maintaining currently levels.

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; Nicola Gill
Description	<p>This council Performance Indicator (PI) 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.</p> <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>Whilst no other council in Scotland is known to use this, some other UK councils have adopted an identical KPI to measure public transport accessibility. County councils of Leicestershire and Wiltshire set targets at 95% and 50% respectively until 2011/12 when service support reductions took effect. Lincolnshire County Council also used a similar KPI "Access to facilities by public transport, walking and cycling" and set a target at 87% up to 2011/12.</p> <p>The target for this KPI was approved by Council Executive in 2011 as the minimum desirable proportion of residents having access to public transport and who are therefore able to travel for a range of journey purposes. As the council has no control over 80% of the bus network which is provided on a commercial basis there is a continual risk of loss of service and therefore changes to this target.</p>	Traffic Light Icon	
		Current Value	86%
		Current Target	90%



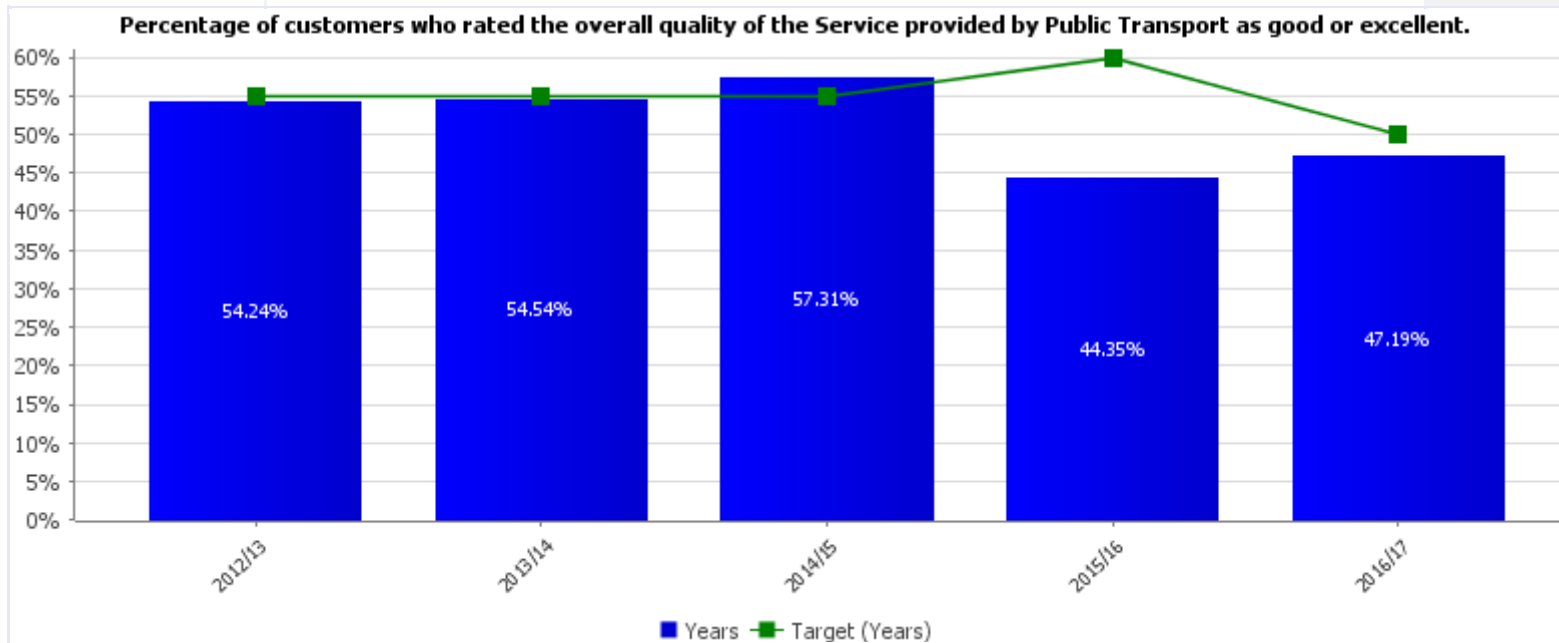
Trend Chart Commentary

The commercial bus network, accounting for approximately 80% of bus mileage in West Lothian, has remained static under the measurement of this performance indicator 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 performance indicator.

An evaluation model has been used to measure this performance indicator 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.

The Public Transport Unit has recently been notified by operators of various changes to the commercial bus network throughout May and June 2017. These service changes were uploaded into the evaluation model to provide an up to date figure of 86%, a reduction of 4% since 2015/16. This reduction is a result of the changes in both the commercial and subsidised network.

PI Code & Short Name	P:PTS017_6a.7 Percentage of customers who rated the overall quality of the Service provided by Public Transport as good or excellent.	PI Owner	zPTS_PIAAdmin; Nicola Gill
Description	The figures for customers' perceptions of the service are taken from the respondents to the annual customer survey which is distributed to the West Lothian Citizens Panel and includes all the 'good' and 'excellent' responses. Target is set based on improving from the previous year's results.	Traffic Light Icon	🟢
		Current Value	47.19%
		Current Target	50%



Trend Chart Commentary

The 2016/17 survey was distributed in February 2017 to the West Lothian Citizens Panel which received 518 responses compared to 383 in 2015/16, and showed a slight increase to 47.19%. We will continue to review our customer service to ensure it meets the high standards expected by our customers.

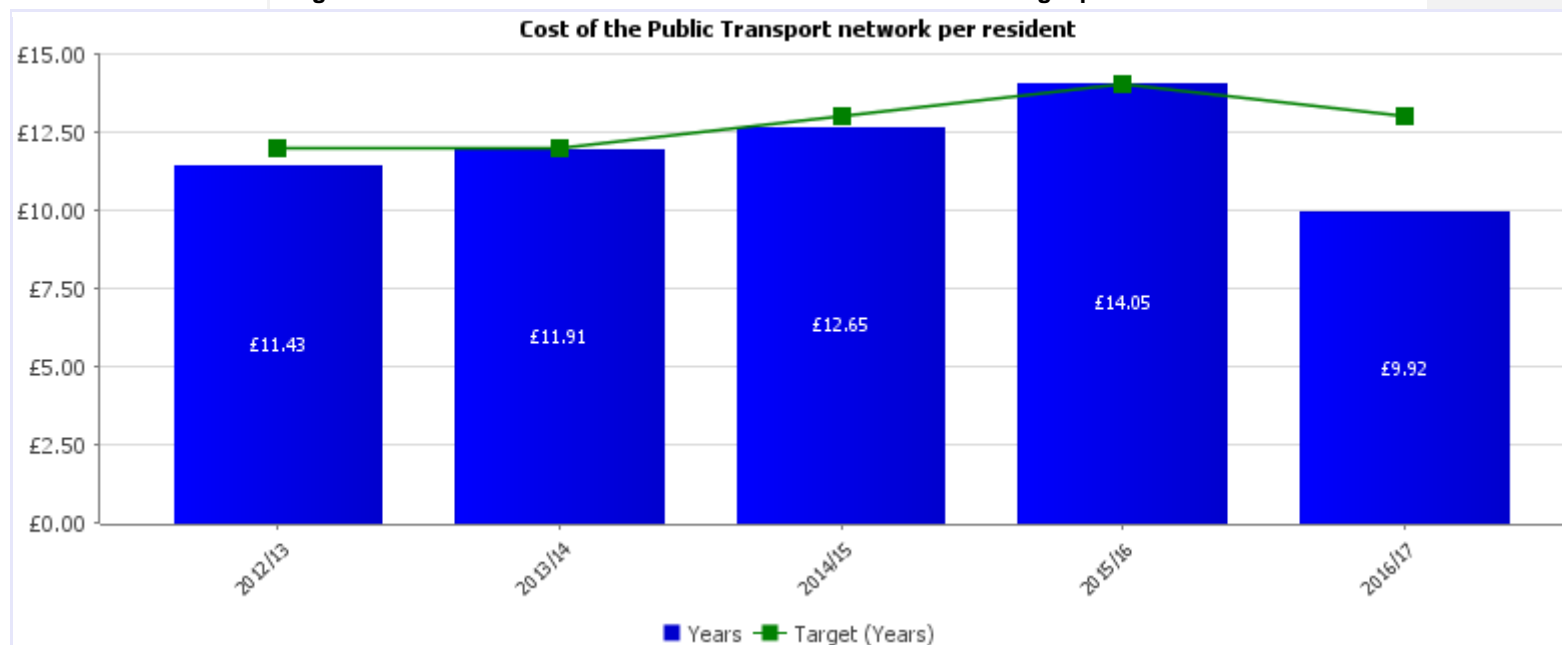
Previously, the number of customers who rated the overall service provided by Public Transport as good or excellent decreased from 57.31% to 44.35% in 2015/16. The proposal to redesign the network was made public in early 2016 and this resulted in a number of complaints. It is likely that this has impacted on the 2015/16 customer satisfaction rating results.

We will continue to work closely with all commercial and council funded services to ensure that they offer the best possible service and experience for users. We undertook a series of focus groups of bus users together with Bus Users Scotland to discuss further the issues with the bus network and try and improve the experience for all users.

From 2016 the council is participating in the National Highways and Transportation Survey with an expected return of about 600 responses. This will allow specific measurement of customers' satisfaction levels with public transport services in West Lothian and allow benchmarking comparisons to be made with other councils including Aberdeenshire, Dumfries and Galloway, North Ayrshire, Scottish Borders and South Lanarkshire.

In addition Passenger Focus, an independent transport user watchdog body, conduct passenger satisfaction levels between different bus companies and the 2015 survey results show an 85% overall satisfaction rating with First Scotland East, the main bus service supplier in West Lothian.

PI Code & Short Name	P:PTS018_9a.1c Cost of the Public Transport network per resident	PI Owner	zPTS_PIAAdmin; Nicola Gill
Description	<p>This performance indicator measures solely the cost per head of population in West Lothian to provide the current mix of subsidised services provided.</p> <p>80% of the local bus network is operated on a commercial basis with West Lothian Council subsidising the remaining 20%.</p> <p>Target is set at £13.00 to maintain current service levels within budget provided.</p>	Traffic Light Icon	🟢
		Current Value	£9.92
		Current Target	£13.00



Trend Chart Commentary

Over time cost inflation on transport contracts has, historically, been above general levels of inflation which is a phenomenon noted at a national level as confirmed by the results of the annual ATCO price and competition survey. This effect is shown by the longer term trend in the costs of providing broadly a constant level of service in West Lothian.


A major saving occurred in October 2012 (shown as 2012/13 results) when all council supported bus services were reviewed and many were revised to improve their cost-effectiveness and potential for growth. At the same time a move to minimum cost contract terms put revenue risk with the council rather than with contractors. The combined effect of these initiatives was to achieve a major saving in the costs of service provision.

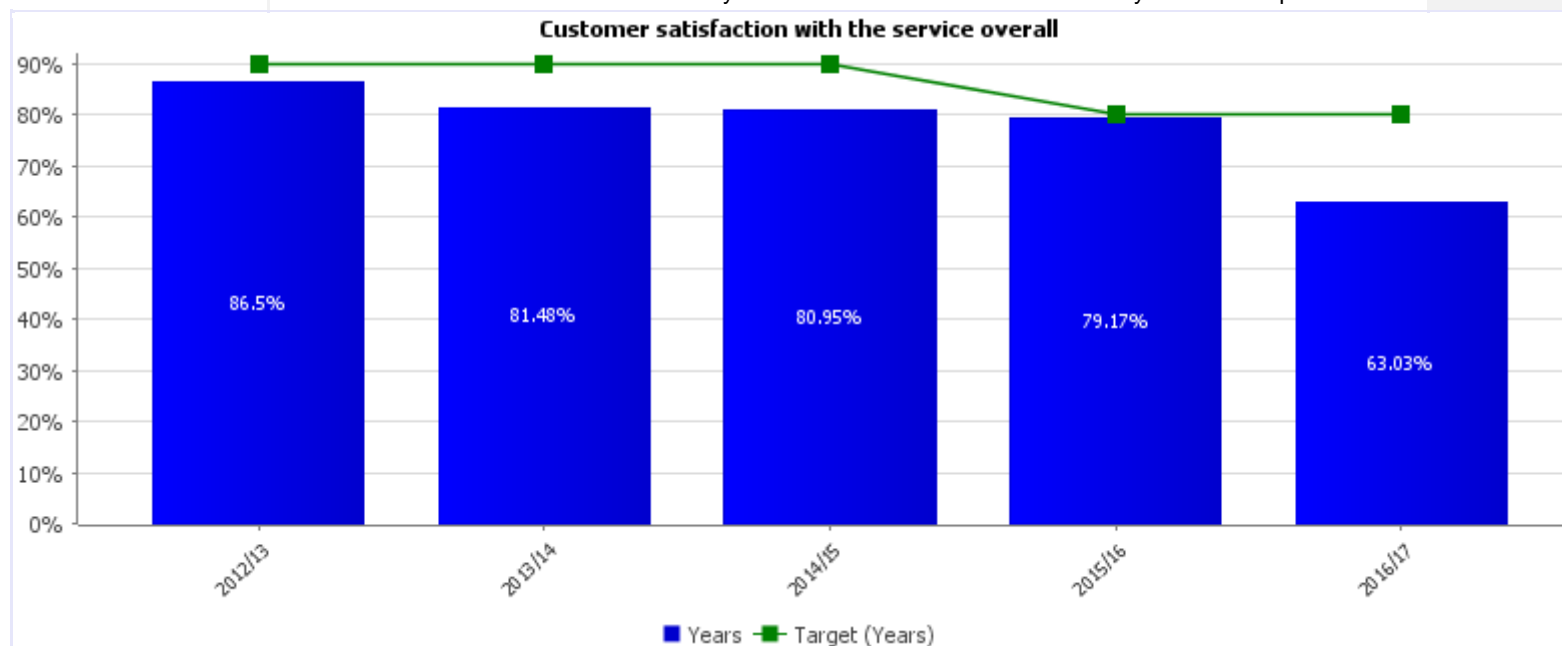
Since then local evidence has shown that there remains inflationary pressure on service provision as new, like-for-like, replacement contracts are usually more costly than their predecessors. This matches the experience of neighbouring councils who have seen the same effect. Accordingly the target has been increased.

This performance indicator is a measure of the costs of provision at a given level of service. Services are all provided by contractors and, once established, contract costs tend to be static or rise in line with inflation though net costs vary according to fluctuations in fares income on many contracts. Like for like contract renewal however often exposes the council to above inflation cost pressures and costs therefore tend to increase over time. The target used is a ceiling set to match the current services provided and market conditions with a view to maintaining costs per resident at this level.

High costs per resident is not necessarily bad. It may be an indication that a council prioritises bus service support. It may also be an indication of low levels of patronage, poor performing services or of a restricted supplier market. For benchmarking purposes in 2012/13 service support in West Lothian cost £11.43 per resident whilst Fife spent £11.67, Stirling spent £8.42 and Midlothian £2.93. In the same year the Scottish average was £8.54.

Plans to reduce spending on local bus service support under the council's Delivering Better Outcomes (DBO) programme were approved at the meeting of the Council Executive on 30 June 2015. Subsequently, a review of services took place in 2016/17 with new contracts for council supported local bus services implemented in April 2016. The reduction in cost of network per resident in 16/17 to £9.92 is a result of the reduction in overall spend for local bus services within the financial year.

PI Code & Short Name	P:STP005_6a.7 Customer satisfaction with the service overall	PI Owner	zSTP_PIAAdmin; Jim McGinley
Description	<p>This performance indicator measures the percentage of customers who rated the overall quality of service provided by Planning Services as good or excellent.</p> <p>Customer feedback is sought via customer survey and customers are asked to rate the overall quality of the audit service provided as; excellent, good, adequate, poor or very poor. All responses ranked as either 'Excellent' or 'Good' are recorded as positive responses. Number of positive responses are divided by the total number of responses to determine a percentage.</p> <p>The results of customer feedback are analysed on annual basis in order to identify areas for improvement.</p>	Traffic Light Icon	
		Current Value	63.03%
		Current Target	80%



Trend Chart Commentary:

The trend chart shows that the reported performance of 63.03% for 2016/17 was lower than the reported performance of 79.17% for 2015/16.

The customer comments received are currently being analysed and service managers will identify areas for improvement from these. These areas for improvement will be included in an action plan for 2017/18 and upon satisfactory conclusion will be included in a service “You Said, We Did” communication to customers.

The trend chart shows that the levels have dropped over the chart period from a high of 86.5% in 2012/13 to a low of 63.03% in 2016/17.

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

During 2015/16 a service restructure was completed and further associated channel shift changes to service delivery were introduced to the service. This on-going change contributed to a further drop in customer satisfaction to 79.17% for 2015/16 and as a result the customer satisfaction target was reduced to 80% for 2015/16 to allow these changes to operating procedures to bed in and become the norm for customers.

For information the number of customer surveys responded to in each financial year was as follows:

2016/17 104 out of 165

2015/16 55 out of 73

2014/15 34 out of 42

2013/14 88 out of 108

2012/13 64 out of 74

The 80% target was reassessed and retained for 2016/17 to allow the changes to service delivery to become embedded within both the service and in our customers' experience however given the reported performance for 2016/17 is 63.03% this may have been too challenging given the ongoing channel shift initiatives.

This target had been reassessed for 2017/18 and will be 75% to allow changes to operating procedures to bed in and become the norm for customers and will be reassessed for 2018/19.

04 PDSP - Development and Transport Committee Scorecard report

Data Label : OFFICIAL






Report Author: Gosia Lawes









Generated on: 07 February 2018 14:51

Report Layout: .SC08_PDSP_Scorecard_Committee_DL









* PDSP Development and Transport *

Performance Indicators - Displayed to the public/PDSP (2012->)

Status	Performance Indicator	Last Update	Current Value	Current Target	Lead officer
	P:BS030_9b.1a Percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards.	2016/17	100%	97%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:BS031_9a.2a Average number of working days to respond to a request for completion certificate.	2016/17	1.74	1.75	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	BS033_9b.1a Quarterly percentage of applications for building warrant which receive a full technical assessment within 20 days of receipt by Building Standards.	Q3 2017/18	100	100	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	BS034_9b.1a Quarterly average number of working days to respond to a request for completion certificate.	Q3 2017/18	2.29	1.5	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:BS036_9a.2b Average Fees received per Building Standards Officer.	2016/17	£72,213.19	£57,139.78	.Head of Planning, Economic Development and Regeneration (C McCorriston)

					McCorriston)
	P:BS037_6b.5 Annual Percentage of building warrants issued or refused, up to and including the sixth working day of receiving information.	2016/17	93.53%	90%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	BS038_6b.5 Quarterly Percentage of building warrants issued or refused, up to and including the sixth working day of receiving information.	Q3 2017/18	44.71%	90%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	BS039_9b.1a Quarterly number of enforcement notices issued	Q3 2017/18	0	3	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:CRRE007_6a.7 Regeneration & Employability - Access2employment Customer satisfaction with the service overall	2016/17	98.06%	98%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:DM031_9b.1a Annual percentage of all householder planning applications determined within two months.	2016/17	89%	85%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:DM033_9b.1a Annual percentage of all applications, excluding major applications, determined in two months.	2016/17	80.33%	80%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:DM034_9b.1a Annual percentage of all major planning applications determined in 4 months.	2016/17	30.77%	40%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:DM036_9a.3 Annual percentage of appeals submitted, the outcome of which is in favour of council's original decision.	2016/17	25%	60%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:DM037_9a.3 Annual percentage of Local Review Body decisions made in favour of the original decision made under delegated powers.	2016/17	16.66%	60%	.Head of Planning, Economic

					Development and Regeneration (C McCorriston)
	DM042_9b.1a Quarterly percentage of all householder planning applications determined within two months	Q3 2017/18	89.61%	85%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	DM044_9b.1a Quarterly percentage of all planning and other applications, excluding major applications, determined in two months	Q3 2017/18	80.33%	80%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	DM045_9b.1a Quarterly percentage of all major planning applications determined in 4 months	Q3 2017/18	0%	40%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:EDR007_6a.7 Economic Development and Regeneration - Customer satisfaction with the service overall	2016/17	97.99%	95%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:EDR011_6b.4 Percentage of complaints received by Economic Development and Regeneration that were upheld / partially upheld	2016/17	0%	100%	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:EDR022_9a.1a Net Cost of Business Start Up	2016/17	£142.00	£145.00	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	CP:EDR038_9b.1a Number of new businesses started in West Lothian through Business Gateway.	2016/17	407	400	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	CP:EDR039_9b.1a Number of small and medium sized businesses receiving support from Economic Development's Business Gateway service.	2016/17	559	500	.Head of Planning, Economic Development and Regeneration (C McCorriston)

	CP:EDR040_9b.2a Total number of jobs generated by new business start-ups assisted by Business Gateway.	2016/17	626	480	.Head of Planning, Economic Development and Regeneration (C McCorriston)
	P:PMD161_9b.1a Industrial Portfolio - Percentage of Total Units Let.	February 2018	93.56%	90%	.Head of Finance and Property Services (D Forrest)
	P:PMD162_9b.1a Retail Portfolio - Percentage of Total Shops Let.	February 2018	94.59%	94%	.Head of Finance and Property Services (D Forrest)
	P:PMD163_9b.1a Office Portfolio - Percentage of Office Units Let.	February 2018	94.29%	87%	.Head of Finance and Property Services (D Forrest)
	P:PTS002_9b.1b Percentage of residents with access to an hourly or more frequent bus service.	2016/17	86%	90%	.Head of Operational Services (J Jack)
	P:PTS017_6a.7 Percentage of customers who rated the overall quality of the Service provided by Public Transport as good or excellent.	2016/17	47.19%	50%	.Head of Operational Services (J Jack)
	P:PTS018_9a.1c Cost of the Public Transport network per resident	2016/17	£9.92	£13.00	.Head of Operational Services (J Jack)
	P:STP005_6a.7 Customer satisfaction with the service overall	2016/17	63.03%	80%	.Head of Planning, Economic Development and Regeneration (C McCorriston)

Status	ID	Action Title	Planned Start	Actual Start	Planned Finish	Actual Finish	Responsible Officer
	RTS07202_A	Provide new park & ride facilities at Beugh Burn (north Livingston), Broxburn, Uphall Station, Whitburn, and Winchburgh	01-Apr-2007	01-Apr-2007	31-Mar-2018		zOPSHQ_PIAAdmin; Graeme Malcolm
	RTS07204_A	Provide a new road bridge crossing over the River Avon on the A801 at Torphichen	01-Apr-2007	01-Apr-2007	31-Mar-2018		zOPSHQ_PIAAdmin; Graeme Malcolm
	RTS07205_A	Provide a new motorway junction on the M8 at Whitburn and M9 at Winchburgh	01-Apr-2007	01-Apr-2007	31-Mar-2018		zOPSHQ_PIAAdmin; Graeme Malcolm
	RTS07206_A	Make sure the new Forth crossing serves the needs of West Lothian	01-Sep-2008	01-Sep-2008	31-Mar-2018		zOPSHQ_PIAAdmin; Graeme Malcolm
	RTS07207_A	Campaign for and, if appropriate, get funding for an all-ways motorway junction on the M9 Burghmuir, Linlithgow	01-Apr-2012	01-Apr-2012	31-Dec-2018		zOPSHQ_PIAAdmin; Graeme Malcolm
	RTS09203_A	Provide a new station at Winchburgh on the Edinburgh to Glasgow via Linlithgow line	01-Jan-2009	01-Jan-2009	31-Dec-2018		zOPSHQ_PIAAdmin; Graeme Malcolm

DEVELOPMENT AND TRANSPORT POLICY DEVELOPMENT AND SCRUTINY PANEL

Data Label: Public

WORKPLAN

	Issue	Purpose	Lead Officer	PDSP Date	Referral to Exec Com
1.	Development Plan Scheme No10	To advise the panel on the updated Development Plan Timescale	Fiona McBrierty	19 February 2018	Yes
2.	Petition – LBS1 & LBS31 Local Bus Services	To consider a petition submitted by residents of Linlithgow regarding local bus services	Jim Jack	19 February 2018	Yes
3.	West Lothian Local Plan Examination Report	To advise the panel on findings from the Examination of the West Lothian Local development Plan	Fiona McBrierty	3 April 2018	Yes
4.	Supplementary Guidance: Education	To endorse the SG for developer contributions for education infrastructure.	Fiona McBrierty	3 April 2018	Yes
5.	Amendments to the Scheme of Delegation and Other Planning Matters	To advise the panel of proposed changes to the Scheme of Delegation and Other Planning Matters.	Tony Irving	3 April 2018	Yes
6.	Kirknewton Conservation Area Appraisal	To advise on the appraisal of Kirknewton Conservation Area	Chris Alcorn	3 April 2018	Yes
7.	Supplementary Guidance and Planning Guidance in support of the West Lothian Local Development Plan (topics to reflect requirements of the West Lothian LDP)	To advise the panel of revised supplementary and planning guidance in support of the West Lothian Local Development Plan.	Fiona McBrierty	Various Dates	Yes
8.	SEStran Minutes	To advise the panel on matters considered by SEStran committee.	Graeme Malcolm	Various Dates	No
9.	SESplan Minutes	To advise the panel on matters considered by SESplan Joint Committee.	Fiona McBrierty	Various Dates	No
10.	Performance Report	To update the panel on the performance of the services which report to the panel	Craig McCorriston	Quarterly	No

