





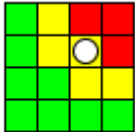
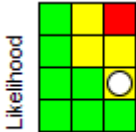


Appendix 1: Regulatory Delivery Plan 2020/21 - Year-end Progress

P A strong local economy and improved job opportunities




Ob Increased employment and training opportunities

Action	Status	Progress	Due Date	Comment	Assigned To
Ensure key regeneration sites are progressed to enable high quality development to be achieved on the ground			31-Mar-2021	The Queens Quay site is progressing well with the care home and energy centre now operational and the affordable housing and healthcare buildings under construction. The private housing site is to be marketed in April 2021.	Pamela Clifford
Monitor the development of the key regeneration sites to ensure they comply with the approved consent			31-Mar-2021	Monitoring continues for the key regeneration sites to ensure that they comply with the necessary permissions.	Erin Goldie
Progress the Local Development Plan to adoption stage			31-Mar-2021	While we have progressed the Local Development Plan to the adoption stage, a direction has been issued by the Scottish Government and we are now considering the implications for the Local Development Plan. This will be taken forward and addressed in 2021/22.	Pamela Clifford






Risk	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Assigned To
Inability to meet demands of Council to progress regeneration projects within desired timescales	 <p>Likelihood</p> <p>Impact</p>	08-Apr-2021	This continues to be a risk given the development pressure facing the local area together with COVID recovery.	 <p>Likelihood</p> <p>Impact</p>	Pamela Clifford; Alan Douglas; Michael McGuinness

P Supported individuals, families and carers living independently and with dignity







Ob Improved wellbeing

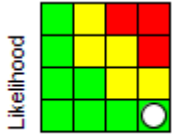
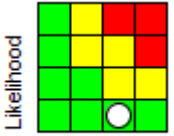
Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
Air Quality: PM10 Concentration	10	18	Not yet available	18	N/A	N/A	N/A	Ratified data due in May 2021.	18	Martin Keeley
% of air quality monitoring stations complying with the national objective for nitrogen dioxide at the nearest building façades of residential properties , schools, hospitals and care homes (40ug/m3 NO2)	100%	100%	Not yet available	100%	N/A	N/A	N/A	Ratified data due at end of Q1 2021/22.	100%	Martin Keeley
% of highest priority pest control service requests responded to within 2 working days	95%	95%	98%	95%				Target exceeded. 1,377 service requests were received in the highest priority category with 1,350 responded to within target.	95%	John Stevenson
% of businesses satisfied or very satisfied with the service they received from environmental health	99%	95%	Not yet available	95%	N/A	N/A	N/A	Data being collated from surveys. Final output expected in May 2021.	95%	Martin Keeley
% of customers satisfied or very satisfied with the service they received from	86%	85%	Not yet available	85%	N/A	N/A	N/A	Data being collated from surveys. Final output expected in May 2021.	85%	Martin Keeley

Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
environmental health										
% of businesses and activities regulated by environmental health who are substantially compliant with legislative requirements	89%	75%	Not yet available	75%	N/A	N/A	N/A	Data being extracted from MIS. Data expected May 2021.	75%	Martin Keeley
Total annual redress won for consumers by Trading Standards Group (£)	£16,118	N/A	£5030	N/A	N/A	N/A	N/A	Total complaint numbers (from which the redress comes) were down on previous years, possibly due to the pandemic. In addition, most consumer advice is dealt with in the first instance by our partner Consumer Advice Scotland. In general, only the more complex complaints or those involving criminal allegations come to Trading Standards. This is a data only PI so targets are not applicable.	N/A	Tony Cairns
Food Law: % of food businesses in the highest risk category (1 to 6 monthly	New for 2020/21		N/A	100%	N/A	N/A	N/A	National suspension of proactive interventions for food businesses during the	100%	Martin Keeley




Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
inspections by Food & Business Group) that were inspected on time								pandemic therefore data will not be available for 2020/21.		
Food Law: % of food businesses in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time	New for 2020/21	N/A	100%	N/A	N/A	N/A	N/A	National suspension of proactive interventions for food businesses during the pandemic therefore data will not be available for 2020/21.	100%	Martin Keeley
% of service users satisfied or very satisfied with the service they received from trading standards	87%	80%	100%	80%				The sample size was small (only 17 respondents) but an excellent result nonetheless.	80%	Tony Cairns
% of businesses satisfied or very satisfied with the service they received from trading standards	N/A	80%	100%	80%			N/A	All businesses sampled were satisfied or very satisfied with the advice we provided, with almost all (8 out of 9) reporting the latter. Advice provided included how the COVID restrictions and closures impacted upon them.	80%	Tony Cairns
Cost of trading standards per 1,000 population £	£3,407	£3,227	Not yet available	£3,227	N/A	N/A	N/A	2020/21 data for LGBF cost indicators will be available in the first quarter of 2022 following publication by the	£3,227	Tony Cairns





Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
								Improvement Service.		
Cost of environmental health per 1,000 population £	£12,414	£14,968	Not yet available	£14,968	N/A	N/A	N/A	2020/21 data for LGBF cost indicators will be available in the first quarter of 2022 following publication by the Improvement Service.	£14,968	Martin Keeley
Number of reports of bogus/cold callers	25	N/A	14	N/A	N/A	↓	↓	Trading Standards continues to work with colleagues in Trading Standards Scotland, Police Scotland and other partners to raise the awareness of residents about the potential pitfalls of engaging with uninvited tradespeople. The pandemic and periods of lockdown may have reduced the potential for this but, by contrast, provided more opportunities for online and telephone scams. As this is a data only PI, targets are not applicable.	N/A	Tony Cairns

Action	Status	Progress	Due Date	Comment	Assigned To
Work with Public Health Scotland to ensure the whole system approach is supported with effective strategy, policy, collaborative working and effective targeting of resources in public health priority areas			31-Mar-2021	Pandemic response has dominated PHS and Environmental Health activity and engagement in 2020/21. Workforce planning and further collaborative working is expected as the pandemic is resolved and thereafter and will continue in 2021/22.	Martin Keeley
Work with national and regional stakeholders to prepare for the implications of BREXIT on food trade			31-Mar-2021	Significant engagement with FSS DEFRA, APHA and other LAs on BREXIT matters related to food trade resulted in food export arrangements being agreed and operated. Transition arrangements for food imports from Northern Ireland are to be developed in 2021/22.	Martin Keeley
Implement changes to Environmental Health Approvals, Service Planning and Administration and Enforcement Sanctions following the issue of new code/s of practice from Food Standards Scotland			31-Mar-2021	The Approvals code was issued and process amended to ensure compliance. Derogation was permitted in 2020/21 while pandemic response is ongoing and work for restart of the food law programme is scheduled for the 2nd quarter of 2021/22. Other Codes have been delayed into 2021/22 due to pandemic response.	Martin Keeley

Risk	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Assigned To
Post EU exit risk for Environmental Health		9-Apr-2021	The majority of EU Exit risks were addressed in terms of export services being agreed and transition period for unfettered food import. Import food controls will be addressed in 2021/22 following end of transition provisions.		Martin Keeley




Ob More affordable and suitable housing options

Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
% of private landlord applications administered and processed within 21 days	98%	95%	99%	95%				Target exceeded. 617 applications were received during the year with 610 applications approved within 21 days.	95%	John Stevenson

Action	Status	Progress	Due Date	Comment	Assigned To
Provide further legal assistance in the negotiation and completion of the requisite legal agreements in relation to the new affordable housing programme			31-Mar-2021	Legal have continued to support the programme throughout including consideration of COVID-19 related claims. As this is an ongoing process, discussion, support and documentation continues, but necessary documentation is in place allow construction to proceed. As the programme is ongoing this action will carry forward to future years of the programme.	Alan Douglas
Progress the establishment of the ESCo for the District Heating System			31-Mar-2021	All Documentation agreed. For financial reasons LLP to be Registered in financial year 2021/22.	Alan Douglas




P Meaningful engagement with active, empowered and informed citizens who feel safe and engaged

Ob Fully consulted and involved citizens who are able to make full use of the Community Empowerment Act

Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
Average score for respondents who state they feel a sense of control and influence in relation to Council decision-making and service delivery	5.4	5.4	5.4	5.4				This indicator is sourced from the Place Standard survey work that is undertaken by the Council in different communities, and repeated every 30 months. It covers the physical elements of a place, e.g. buildings, spaces, transport links, as well as the social aspects, including whether people feel they have a say in decision making. The most recent data relates to 2019/20. The next survey will be held in 2022/23.	N/A	Antony McGuinness










P Open, accountable and accessible local government

Ob Equity of access for all residents















Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
% of committee agendas published within standing order timescales	100%	98.4%	100%	98.6%				Target exceeded.	99%	George Hawthorn; Christine McCaffary



P Efficient and effective frontline services that improve the everyday lives of residents

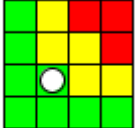
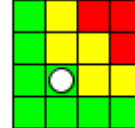
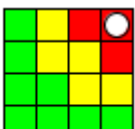
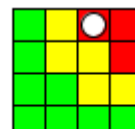
Ob A continuously improving Council delivering best value

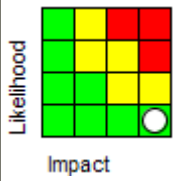
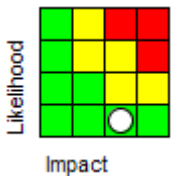
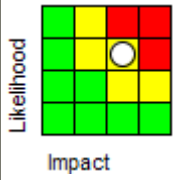
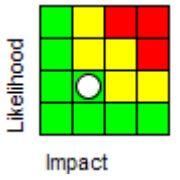
Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
Planning applications (major developments) - average number of weeks to decision	14.8	20	11.2	20				Target exceeded and short and long trends improving.	20	Erin Goldie
Planning applications (householder) - average number of weeks to decision	12.7	7	9.5	7				While target was missed, performance has improved over the short and long term.	7	Erin Goldie
Planning applications	16	12	12.7	12				Target just missed and	12	Erin Goldie



Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
(local development, excluding householder) - average number of weeks to decision								performance has improved over the short and long term.		
Average time taken to deliver a commercial planning application decision	13.5	8.5	Not yet available	8.5	N/A	N/A	N/A	Data available May 2021.	8.5	Erin Goldie
% of Environmental Health Service customer service requests first responded to within 2 working days	94%	90%	97%	90%	✓	↑	↑	Target exceeded. 3,267 service requests were received and 3,167 were responded to within 2 working days.	90%	Martin Keeley
% of building warrant applications responded to within 20 working days	71%	80%	82%	80%	✓	↑	↑	Target exceeded and short and long trends are improving.	80%	Karen Bacchetti
Overall time taken to issue building warrant (weeks)	13	16	15.1	16	✓	↓	↓	Target met.	16	Karen Bacchetti
Cost per planning application	£6,628	£4,800	Not yet available	£4,800	N/A	N/A	N/A	2020/21 data for LGBF cost indicators will be available in the first quarter of 2022 following publication by the Improvement Service.	£4,800	Pamela Clifford




Action	Status	Progress	Due Date	Comment	Assigned To
Rollout the new GIS system across the Council and provide training			31-Mar-2021	The new system has been installed and training provided. Further development and the designation and training of data ambassadors to take forward the mapping system in their respective areas will be the focus in 2021/22.	Pamela Clifford
In response to the Planning Act 2019, develop a Regional Spatial Strategy in conjunction with other local authorities in the Glasgow and Clyde Valley Strategic Development Authority			31-Mar-2021	The first phase due in 2020/21 has been completed and discussions are underway for the more detailed phase of the Regional Strategy that will take place in 2021/22.	Pamela Clifford
Implement the improvement plan arising from the Council's reappointment as building standards verifier			31-Mar-2021	The Building Standards Division of the Scottish Government is satisfied that the action plan has been implemented as agreed.	Pamela Clifford
Co-ordinate the refurbishment of civic areas of Clydebank Town Hall			31-Mar-2021	Progress was delayed as a result of the COVID-19 pandemic. We will work closely with the Asset Management Team to facilitate these works being completed to a high standard in 2021/22 and take advantage of the Energy Centre connection to provide heat.	George Hawthorn
Co-ordinate the organisation of civic events to commemorate the 80th Anniversary of the Clydebank Blitz			31-Mar-2021	All events able to take place in 2020/21 have been completed as planned with the exception of live events which were postponed until November by the Cultural Committee.	George Hawthorn
Undertake interim review of Polling Scheme			31-Mar-2021	Completed as planned.	George Hawthorn
Review the application			31-Mar-	Action complete. We will continue to review application forms to	Raymond




Action	Status	Progress	Due Date	Comment	Assigned To
process / forms for taxi licences, taking account of best practice and legislative changes			2021	take account of the pandemic and any legislative changes on the management of offenders.	Lynch
Complete the implementation of the Registration Marketing Plan		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">50%</div>	31-Mar-2021	Production of promotional video initially delayed until better weather but now delayed due to COVID-19 pandemic lockdown. Video will now be produced this year.	George Hawthorn
Seek to maximise income and minimise expenditure as far as possible to mitigate the impact of COVID-19 pandemic		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">100%</div>	31-Mar-2021	Across the service, COVID-19 had a dramatic impact on income but in so far as it was safe to do so services were kept open thus minimising the reduction in income (albeit it was still extremely substantial).	Peter Hessett




Risk	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Assigned To
Failure to monitor and enforce regulatory areas with public risk	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: small;">Likelihood</div>  <div style="font-size: small;">Impact</div> </div>	08-Apr-2021	This continues to be a risk together with COVID recovery. However there are measures in place to manage it.	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: small;">Likelihood</div>  <div style="font-size: small;">Impact</div> </div>	Martin Keeley
Income for services continues to be dramatically reduced as a result of the COVID-19 pandemic	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: small;">Likelihood</div>  <div style="font-size: small;">Impact</div> </div>	24-Mar-2021	This continues to be an issue and the risk score remain as assessed previously.	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: small;">Likelihood</div>  <div style="font-size: small;">Impact</div> </div>	Peter Hessett




Risk	Current Risk Matrix	Date Reviewed	Latest Note	Target Risk Matrix	Assigned To
Failure to adequately respond to an emergency situation such as a multiple fatality workplace accident, outbreak of food borne communicable disease, a major public health incident or pandemic		08-Apr-2021	The Environmental Health Service Co-ordinator post has now been filled. However, there are two EHO vacancies within the Environmental Health and there is one EHO retiring in 2021 creating a shortfall in establishment capacity. In the event of a major incident, other routes including mutual aid would be explored to meet the short term need.		Martin Keeley
Inability to recruit successfully to enable performance to be maintained		19-Mar-2021	While vacancies have been filled in Planning and Building Standards, there are two vacancies in Environmental Health which will be advertised from April 2021. There still exists difficulty in recruiting for posts in these areas across Scotland.		Pamela Clifford

Action Status	
	Overdue
	Completed

Risk Status	
	Alert
	High Risk
	Warning
	OK

PI Status	
	Target Significantly Missed
	Target Missed
	Target Met or Exceeded

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse