



## Purpose of the department

The fundamental purpose of the Development Services Department is the formulation and implementation of economic development strategies, the provision of a transport framework and development of the transport system, the provision of a planning and environmental policy framework and statutory environmental services, and the provision of heritage services. The Development Services Department has five main functions:

**Economic development:** Formulation and implementation of development strategies, business support, promoting Orkney and its products, providing industrial premises and sites, European Community liaison and energy advice.

**Transport:** Procuring public transport and monitoring the service performance of contractors, developing submissions in support of external funding bids for Council initiated transport projects, co-ordinating the preparation, implementation and monitoring of the Council's local transport strategy and working to ensure an integrated and affordable service between Orkney and the Scottish mainland.

**Planning:** Providing a planning and environmental policy framework, processing planning and building warrant applications, monitoring development and undertaking enforcement action, administering housing improvement and repairs grants and heritage and town scheme grants, preparing, implementing and monitoring Orkney's structure and local plans, preparing supplementary planning policy and guidance, developing strategic and local policy action plans and projects relating to the natural environment and access to the countryside.

**Environmental health and trading standards:** Controlling food safety and standards, providing water quality and laboratory services, ensuring workplace health and safety, advisory services to the business community, controlling healthy production of food animals and responsible pet ownership and licensing, providing health education and promotional services, protecting people against environmental hazards and communicable diseases, safeguarding and promoting consumer rights, enforcing trading standards, licensing and weights and measures.



**Museums and heritage:** Operating Council museums, visitor centres, interpreted sites, the St Magnus Cathedral and associated events, providing an overview for the heritage function and archaeology within Orkney, maintaining links with the National Museums of Scotland and Scottish Museums Council regarding the distributed national collection, and operating the arts development service.

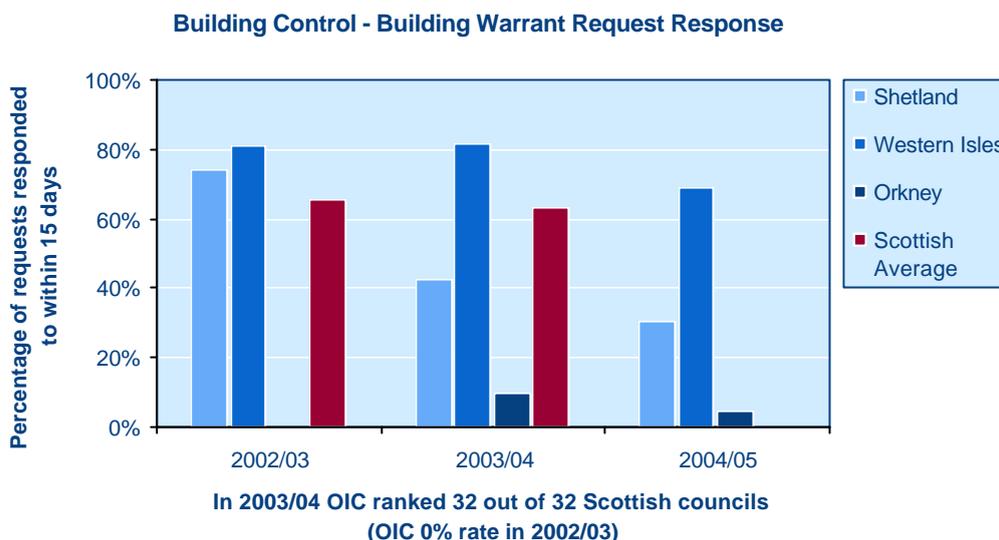
## Performance of the department

The performance of the Development Services Department over the three year period 1<sup>st</sup> April 2002 – 31<sup>st</sup> March 2005 has been measured by Statutory Performance Indicators (SPIs), Best Value reviews, several external audits and a number of projects and other developments. Progress has also been

measured against targets identified in the 2003/04 Annual Performance Report. The results are summarised here.

### Statutory Performance Indicators (SPIs)

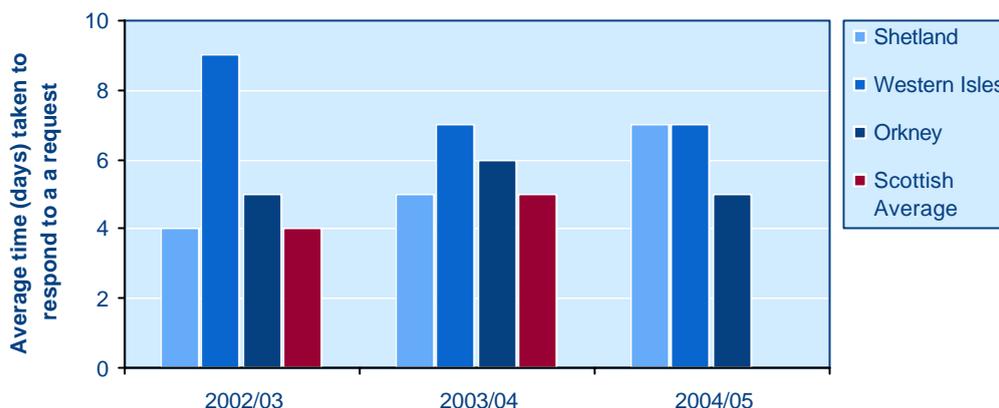
**Building control – building warrant response time:** The chart below shows how the Council performed with regard to the percentage of requests for building warrants responded to within 15 days in 2002/03, 2003/04 and 2004/05.



The Council's performance was poor in 2002/03 and 2003/04 and was well below its comparators and the Scottish average. In 2004/05 the Council's performance did not improve and remained behind its comparators. This has been attributed to the increase in the number of building warrant applications received, a reduced staffing compliment, and the lack of a proper IT system.

**Building control – completion certificate request response:** The chart below shows how the Council performed with regard to the average number of days taken to respond to a request for a completion certificate in 2002/03, 2003/04 and 2004/05.

**Building Control - Completion Certificate Request Response**

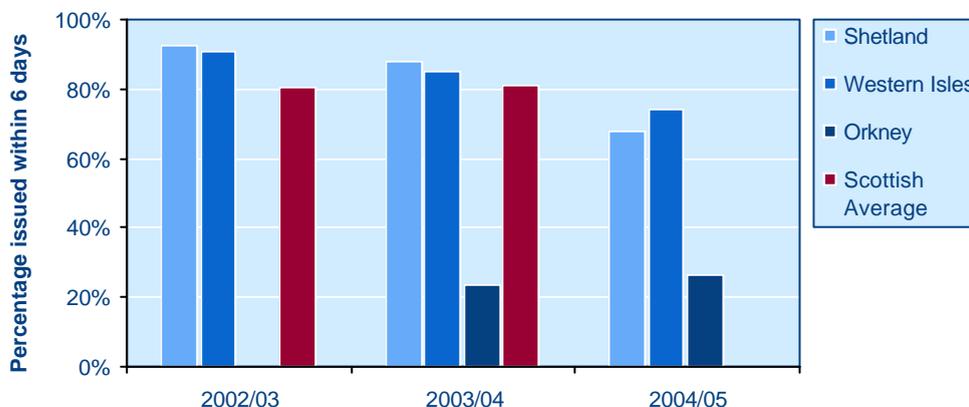


In 2003/04 OIC ranked 23 out of 32 Scottish councils

The Council's performance was not very good in 2002/03 and 2003/04 and was marginally worse than Shetland and the Scottish average, but better than the Western Isles. In 2004/05 the Council's performance improved and was better than its comparators.

**Building control – building warrant issue time:** The chart below shows how the Council performed with regard to the percentage of building warrants issued, or an application otherwise determined, within 6 days in 2002/03, 2003/04 and 2004/05.

**Building Control - Building Warrant Issue Time**

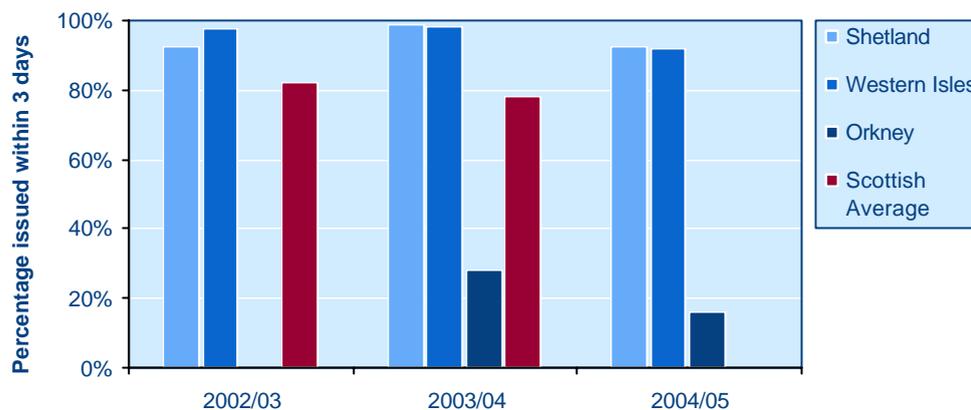


In 2003/04 OIC ranked 32 out of 32 Scottish local councils (OIC 0% rate in 2002/03)

The Council's performance was poor in 2002/03 and 2003/04 and considerably worse than its comparators and the Scottish average. In 2004/05 the Council's performance improved slightly but remained poor compared to its comparators. The gradual improvement in performance can be attributed to improvements in administrative systems.

**Building control – completion certificate issue time:** The chart below shows how the Council performed with regard to the percentage of completion certificates issued, or an application otherwise determined, within 3 days in 2002/03 and 2003/04.

**Building Control - Completion Certificate Issue Time**

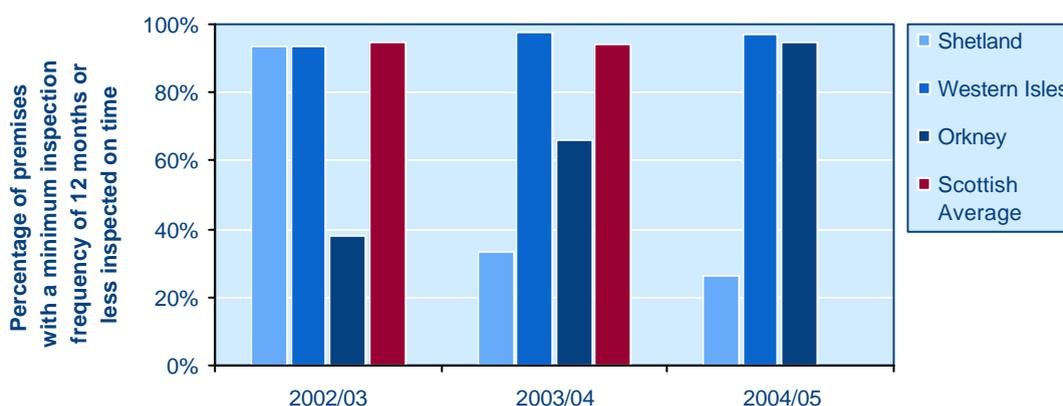


In 2003/04 OIC ranked 32 out of 32 Scottish councils (OIC 0% rate in 2002/03)

The Council's performance was poor in 2002/03 and 2003/04 and was not as good as its comparators or the Scottish average. In 2004/05 the Council's performance declined. This can be attributed to the increase in requests for completion certificates, a reduced staffing compliment and the lack of an IT system.

**Environmental health – food hygiene:** The chart below shows how the Council performed with regard to the percentage of food premises with a minimum inspection frequency of 12 months or less, that were inspected on time in 2002/03, 2003/04 and 2004/05.

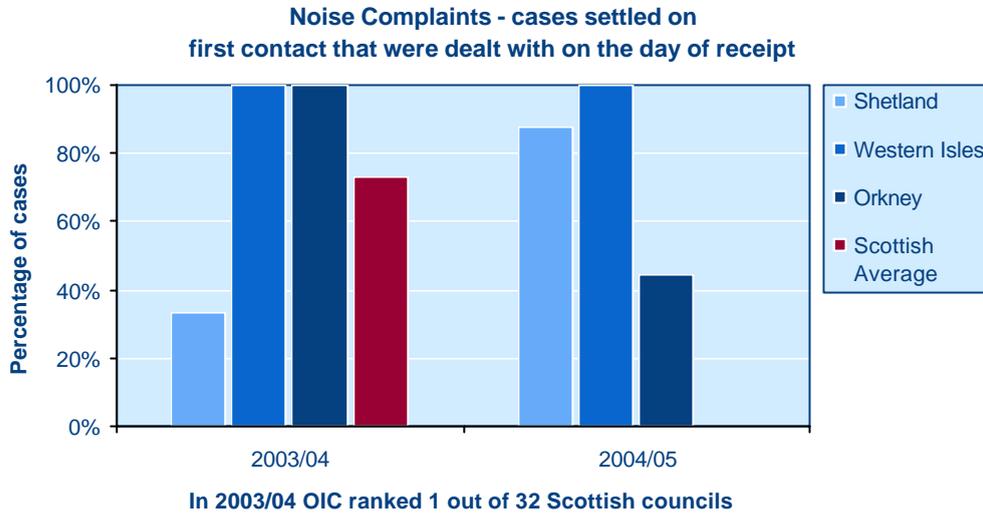
**Environmental Health - Food Hygiene Inspections**



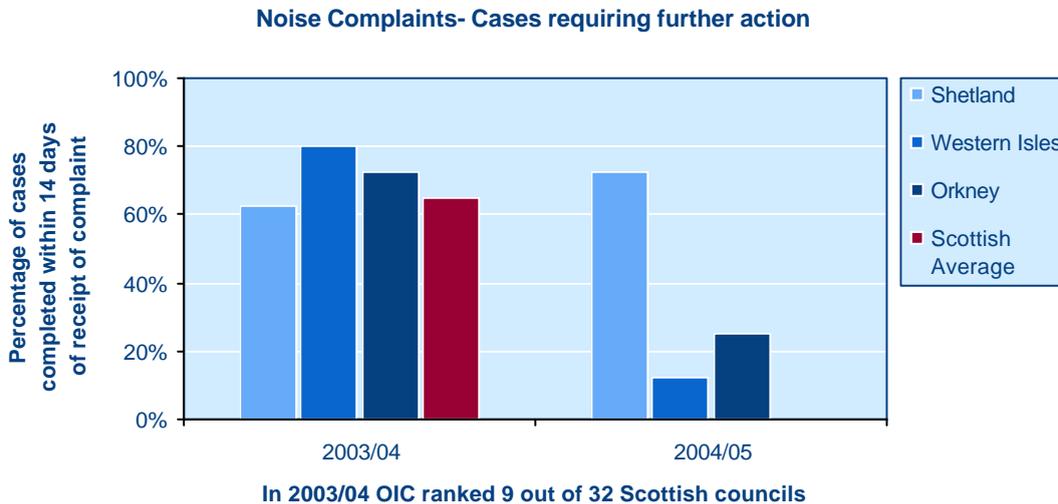
OIC ranked 30 out of 32 Scottish councils in 2002/03; and 31 in 2003/04

The Council's performance was poor in 2002/03, and was worse than its comparators and the Scottish average. In 2003/04 the Council's performance improved significantly and was better than Shetland, but not as good as the Western Isles or the Scottish Average. In 2004/05 the Council continued to improve its performance remaining significantly better than Shetland, but slightly behind the Western Isles. This continuous improvement has been attributed to successful recruitment of qualified staff, and this area being targeted specifically to improve performance.

**Environmental health – noise complaints:** The next chart shows how the Council performed with regard to the percentage of noise complaints settled on first contact with the complainant, dealt with on the day of receipt of the complaint; and the percentage of complaints requiring further action, completed within 14 (calendar) days of the receipt of the complaint, in 2003/04 and 2004/05.

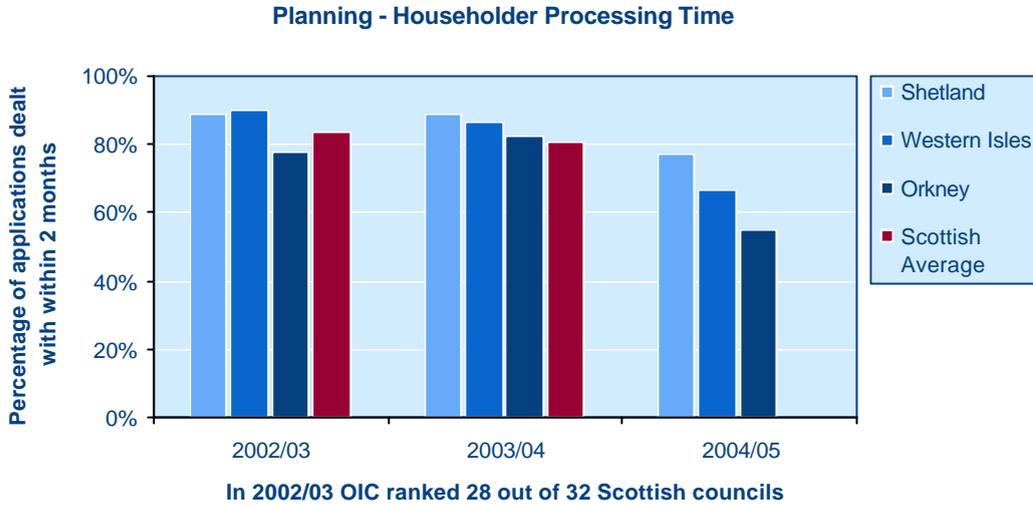


The Council's performance was excellent in 2003/04 and was better than both Shetland and the Scottish average, and equal to the Western Isles. In 2004/05 the Council's performance declined and was behind its comparators. This may be explained by the small numbers involved, with small changes causing the percentage to fluctuate considerably.



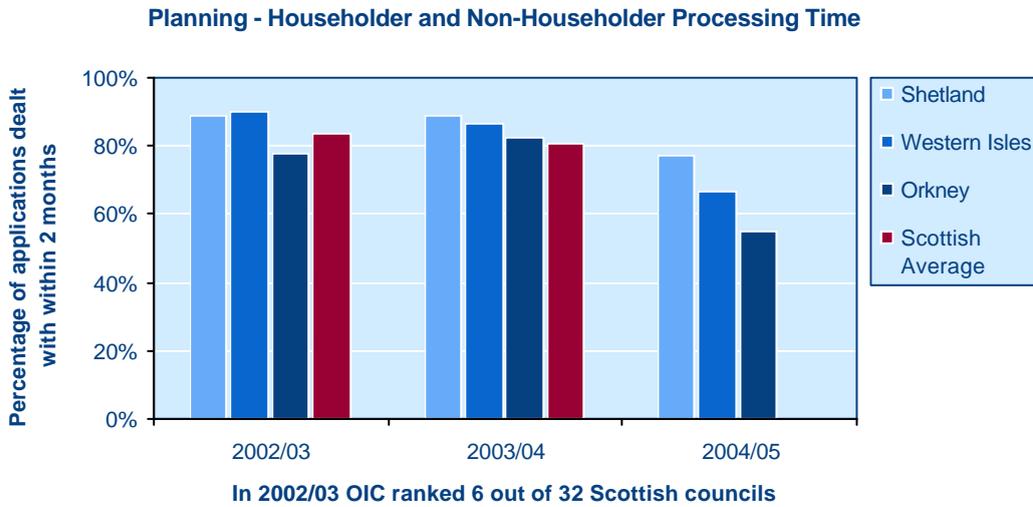
The Council's performance was very good in 2003/04 and was better than both Shetland and the Scottish average, but worse than the Western Isles. In 2004/05 the Council's performance declined significantly and was not as good as Shetland, but better than the Western Isles. This can be attributed to the standard procedure, which is to ask complainants to keep a log over a three week period, making a two week completion unlikely.

**Planning – householder processing time:** The next chart shows how the Council performed with regard to the percentage of householder applications dealt with within two months in 2002/03, 2003/04 and 2004/05.



In 2002/03 the Council's performance was poor and was not as good as its comparators or the Scottish average. In 2003/04 the Council's performance improved to be marginally above the Scottish average, but remained behind its comparators. In 2004/05 the Council's performance declined significantly and was behind its comparators. This can be attributed to an increase in the level of planning applications being received, without a commensurate increase in staffing.

**Planning – householder and non-householder processing time:** The chart below shows how the Council performed with regard to the percentage of householder and non-householder applications dealt with within two months in 2002/03, 2003/04 and 2004/05.



The Council's performance was very good in 2002/03 and was better than Shetland and the Scottish average, but not as good as the Western Isles. In 2003/04 the Council's performance improved and was better than its comparators and the Scottish average. In 2004/05 the Council's performance declined significantly and was not as good as its comparators. This can be attributed to an increase in the level of planning applications being received, without a significant increase in staffing.

**Trading standards – consumer complaints:** The chart below shows how the Council performed with regard to the percentage of complaints processed within 14 days of receipt in 2002/03, 2003/04 and 2004/05.

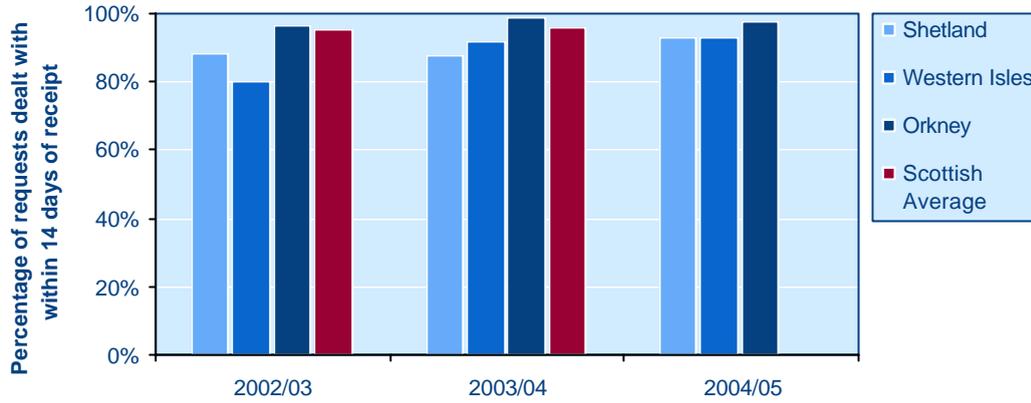


**In 2002/03 OIC ranked 17 out of 32 Scottish councils;  
and 13 in 2003/04**

The Council's performance was fair in 2002/03 and good in 2003/04, was better than the Scottish average, but not as good as its comparators. In 2004/05 the council maintained its performance. The number of complaints processed often takes longer than 14 days due to the fact that input from traders or other agencies out-with Orkney is required.

**Trading standards – business advice requests:** The chart below shows how the Council performed with regard to the percentage of requests dealt with within 14 days of receipt in 2002/03, 2003/04 and 2004/05.

**Trading Standards - Business Advice Requests**



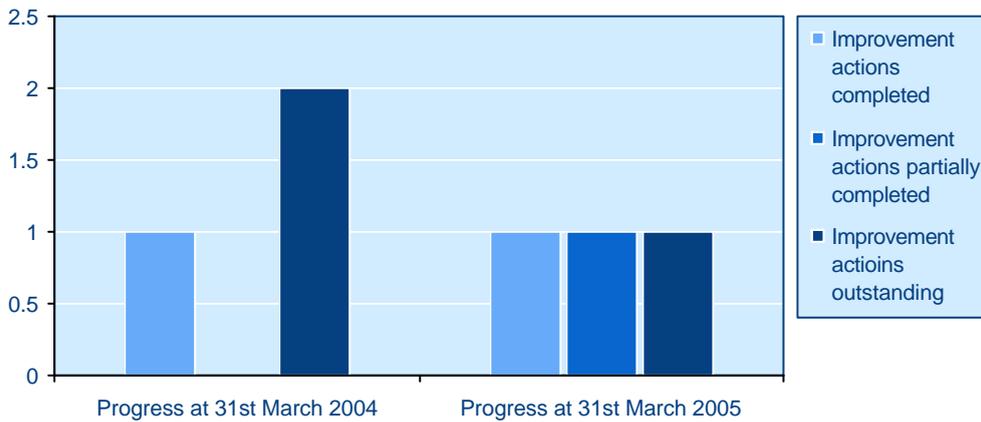
In 2002/03 OIC ranked 15 out of 32 Scottish councils; and 8 in 2003/04

The Council's performance was good in 2002/03 and very good in 2003/04, was better than its comparators and the Scottish average. In 2004/05 the Council maintained its performance.

**Best Value reviews**

In 2002/03 a Best Value review of development planning was carried out. The outcome of this Best Value review was a recommendation by the Best Value Working Group in December 2003 that the department should prepare a costed service improvement plan incorporating the 3 improvement actions identified as necessary in the review. Progress at 31<sup>st</sup> March 2004 and 31<sup>st</sup> March 2005 was as follows:

**Best Value review of Development Planning**



In 2003/04 a Best Value review of development control was carried out. The outcome of this Best Value review was a series of seventeen improvement actions recommended by the Best Value Working Group in February 2005. Progress at 31<sup>st</sup> March 2005 was as follows:

- Improvement actions completed = 0
- Improvement actions partially completed = 1
- Improvement actions outstanding = 16

## The 2003 audit of the trading standards division by Audit Scotland

As part of Audit Scotland's 'Made to Measure' national review of the trading standards service and the introduction of the 'Improvement Agenda', Audit Scotland has carried out annual audits since 2002. In August 2003 Audit Scotland carried out an audit of the Council's trading standards service. This report identified a 20 point action plan of necessary improvement actions. Progress at 31<sup>st</sup> March 2004 and 31<sup>st</sup> March 2005 was as follows:



## February 2004 Audit Scotland study of local economic forum action plans: progress update

In February 2004, Audit Scotland carried out a study of the extent to which local economic forums had accomplished action plans submitted to the Enterprise, Transport and Lifelong Learning Department of the Scottish Executive in October 2001. Progress at 31<sup>st</sup> March 2005 was as follows:

Improvement actions completed = 9  
 Improvement actions partially completed = 3  
 Improvement actions outstanding = 2

## Projects and other developments

In addition to the above, a number of projects and other developments have been progressed by the Development Services Department in the period 1st April 2002 – 31st March 2005.

**Forward planning:** The Local Plan was adopted in December 2004.

**Self-build sites:** Serviced self-build sites were provided at Garson in March 2003 and Glaitness in November 2003.

**Travel centres:** In July 2003, external funding was secured for the Kirkwall travel centre, and in March 2005 Council funding for an enhanced development was secured. The extension/improvement works to the Stromness travel centre were completed in December 2004.

**Concessionary fares:** In September 2003, the concessionary travel scheme was introduced.

**Transport infrastructure:** Over the three year reporting period, Orkney has benefited from improvements to its public transport infrastructure via four phases of the HITRANS public transport improvement programmes.

**Biodiversity:** In May 2003, the biodiversity manual was published and in August 2003, the community biodiversity website was developed.

**Strategies/policies:** A number of strategies and policies were implemented or updated including the contaminated land inspection strategy in November 2003; 16 food safety policies and procedures; annual revisions of the food enforcement policy; annual revisions of the Health and Safety at Work Act enforcement policy; and a large number of health protection emergency plans.

**Health improvement:** The establishment of the public health improvement team lead to the publication of the joint health improvement strategy in October 2004, the health improvement conference held in June 2003, and monthly health education promotions and projects (dog fouling, infectious diseases, licensing schemes, fireworks etc).



**Joint Health Improvement Strategy for Orkney:** This strategy was published in March 2005.

**Licensing scheme for houses in multiple occupation:** This new statutory requirement was put in place during 2004/05.

**Port health:** The Memorandum of Understanding with the Maritime Coastguard Agency on public health and food inspections for vessels was implemented in 2004/05.

**Abattoir refurbishment:** In September 2003, the refurbishment and expansion of the abattoir at Hatston was completed.

**Stromness business centre:** In June 2003, all of the units in the Stromness business centre were let.

**Renewable energy development:** The Council joined with other partners in funding the European Marine Energy Centre's wave test facility in Stromness, opened summer 2003.

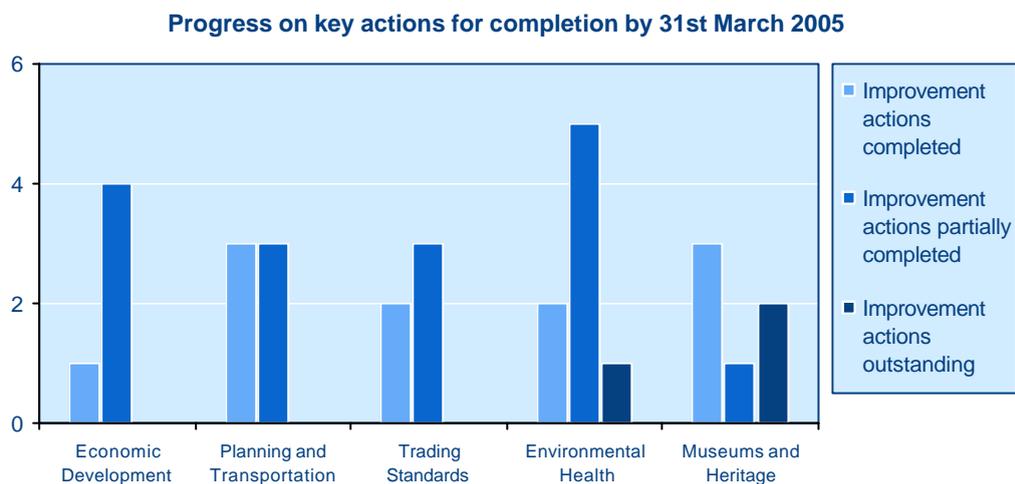
**OIC arts audit:** The Orkney arts strategy was delivered in 2003, leading to the establishment of an arts development officer post within Orkney museums and heritage in January 2004.

**Interpretation:** The Orkney Museum 19<sup>th</sup> and 20<sup>th</sup> century galleries were completed and opened to the public in April 2003; Kirbuster Museum's introductory room was completed and opened to the public in April 2003; and the new natural heritage panels and children's activities were installed in Scapa Flow Visitor Centre & Museum, Lyness in April 2003.

**Sagalands project:** Orkney has been an active participant in this EU funded project.

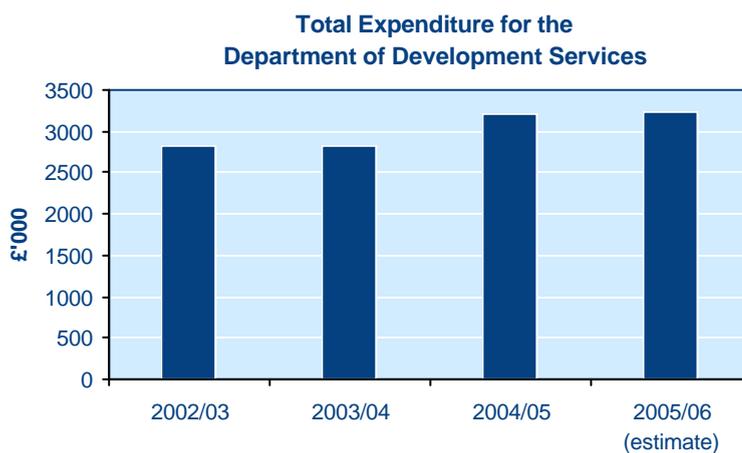
## Progress on key actions for completion by 31<sup>st</sup> March 2005 as identified in the 2003/04 APR

The Council's first Annual Performance Report, published in January 2005, identified a total of 30 key actions for completion by 31<sup>st</sup> March 2005. Progress at 31<sup>st</sup> March 2005 is shown below. A number of outstanding improvement actions require additional resources, which are not yet available.



## Departmental finance

The demands on the services in most sections of the department have increased, and are tending to outstrip the ability of the Council to fund them. There was a marginal increase in funding available to the department in 2005/06.



### Key actions identified in the Corporate Strategic Plan 2005-2008

The Council's **Corporate Strategic Plan 2005-2008** identified a total of 18 key actions for which the Development Services Department will be responsible for completing over the life of the plan:

		Timescale
		2005/08
		2005/08
		2005/08
		2005/07
		2005/08
		2005/07
		2005/08
		2006/08
		2006/08
		2005/08
		2006/07
		2005/07
		2005/07
		2005/07
		2005/08
		2005/07
		2005/06
		2005/06

Progress on these key actions will be reported in future Annual Performance Reports.

