

Appendix 2: Proposed Performance Indicators

Statutory Targets

1. Development Plan Scheme published within the last 12 months

	Achieved	Date
Development Plan Scheme Publication		

2. Strategic Development Plan submitted to Scottish Ministers within 4 years of approval of last plan

	Target	On Track?
Strategic Development Plan Submission		

3. Action Programme published within the last two years

	Achieved	Date
Action Programme Publication		

Staffing / Personnel

4. Days lost (Sickness, Vacancies, Secondment, Special Leave)

	Sickness	Vacancies	Secondment	Special Leave	Total
Days					
Percentage					

Transparency and Accountability

5. Invoices processed for payment

	Number	Percentage
Invoices processed for payment within 21 days		

6. Freedom of Information requests received and responded to within deadline

	Number	Response within deadline	Percentage
Fol requests received			

7. Complaints received (and upheld)

	Number	Upheld	Percentage
Complaints received			

8. SDPA reports to Clerk 10 days and on website 4 days prior to meeting

	Number	Percentage
Reports to Clerk 10 days prior to meeting		
Reports on website 4 days prior to meeting		

Performance Indicators – Commentary

STATUTORY PERFORMANCE INDICATORS

Three targets emanate from the Town and Country Planning (Scotland) Act 1997, as amended by the Planning etc (Scotland) Act 2006.

- (1) s20B requires the publication of a development plan scheme at least annually.
- (2) s10(8) requires the submission of a proposed strategic development plan to Scottish Ministers within 4 years of the date on which the current plan was approved. [Although legally this would only apply to the second and subsequent strategic development plans, it would represent good practice to apply it for monitoring purposes straight away.]
- (3) s21(9) requires the publication (or re-publication) of an action programme within 2 years of the date on which it was last published. [Although legally this would only apply to action programmes prepared on the back of a strategic development plan, it would represent good practice to apply it for monitoring purposes straight away.]

STAFFING / PERSONNEL

Staffing costs account for around 75% of the expenditure of the SDPA on an ongoing basis. Ensuring the efficiency with which the SDPA's resources are used is critical to its proper functioning.

- (4) Days lost over the year to sickness, vacancies, secondments and special leave will be presented, showing the percentage of time lost in each category.

TRANSPARENCY AND ACCOUNTABILITY

The development plan scheme makes a commitment to act in a transparent and accountable way. The following six indicators recognise the key areas of performance in this area.

- (5) The prompt processing of invoices is an important measure of internal processes and impacts on the cash flow of suppliers.
- (6) Freedom of Information requests come to the SDPA through both councils. The legislation contains a statutory deadline for responding to such requests of 28 days.
- (7) It is important that the SDPA works in such a way as to minimise the potential for justifiable complaints to be made about the level of service provided. This indicator will monitor the level of official complaints made.
- (8) Making reports available promptly to Councillors and members of the public via the website in advance of meetings of the SDPA is vital to encourage transparency.

- (9) Keeping stakeholders and the public aware of the ongoing work of the SDPA is important and monitoring the frequency of press releases and news items on the SDPA website will help to measure this.
- (10) The SDPA website is an important communication tool. The number of unique visitors and visits will help to gauge the effectiveness of the site.

PLAIN ENGLISH / EQUALITIES & HUMAN RIGHTS

The Town and Country Planning (Scotland) Act 1997, as amended by the Planning etc (Scotland) Act 2006 required that the SDPA perform its functions in a manner which encourages equal opportunities.

- (11) Communicating in a way which is easy to understand is important. Although it will not be possible to obtain 'crystal marks' for all publications due to cost and time constraints, it is important that considerable efforts are made on key publications.
- (12) Equalities and Human Rights Assessments help to evidence the consideration of equalities issues in the plan-making process.
- (13) It is important that the SDPA does not discriminate against people with a disability as a result of the accessibility of consultation and engagement venues. Accessibility by wheelchair will be the measure used.

ENVIRONMENTAL RESPONSIBILITY

The development plan scheme makes a commitment to seek to minimise the environmental impact of our operations, while the Town and Country Planning (Scotland) Act 1997 (as amended by the Planning etc (Scotland) Act 2006) places a duty on the SDPA to perform its functions with the objective of contributing to sustainable development.

- (14) Although all documents are published electronically and are available from the SDPA website, there is still a need for hard copies of various publications to be made available. By minimising the print run of hard copies and maximising their recycled content, the environmental impact will be minimised.
- (15) The quantity and recycled content of office paper used in the printer / photocopier / fax machine will be monitored to seek to minimise potentially wasteful usage.
- (16) Travel carried out for business purposes by officers has a potentially significant environmental as well as financial cost. The structure plan encourages walking, cycling and public transport rather than the use of the private car and this indicator seeks to monitor the SDPA's performance in this area.