

H&L Area Scorecard 2017-18 New								
Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - H&L (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	<p>FQ3 2017/18 - H&L There were no completions scheduled within Helensburgh and Lomond for Quarter 3.</p> <p>FQ2 2017/18 - H&L No further completions scheduled for this year. A number of projects including Jutland Court and Succoth etc are onsite and will complete next year.</p>
CC26_01-Number of new affordable homes completed per annum. (Housing Services)	●	↓	30	30	20	20	Allan Brandie	<p>FQ3 2017/18 - A&B Bute and Cowal: Negotiations ongoing re 8 units at Ardenslate, Dunoon. SG has now taken possession but is required to offer these at auction - ACHA may be able to acquire these but process is not straightforward. Helensburgh & Lomond: No completions currently scheduled for completions Oban, Lorn and the Isles There were 20 completions in total this quarter. All within the Oban, Lorn and the Isles area. All completed projects delivered by ACHA: Coll - 2 units completed October; Glenshellach, Oban - 8 units in November; Connel Phase 3 - 10 units handed over 1st December. Mid Argyll, Kintyre & Islay: No completions scheduled for Quarter 3. Minard & Lochgilphead projects remain scheduled for completion during Quarter 4. Summary: On the above basis, the annual Local Housing Strategy target of 100 completions is unlikely to be achieved this year. However, work is progressing with the Strategic Housing Investment Plan Group to maximise spend within the Affordable Housing Supply Programme and deliver cumulative targets in future years.</p> <p>FQ2 2017/19 - A&B During Quarter 2 there were 12 completions at the West Highland Housing Association Benderloch development and a further 18 completions at their Port Ellen development.</p>

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Corporate Outcome No.2 - People live in safer and stronger communities								
Car Parking income to date - H&L (Streetscene H&L)	●	↑	£124,480	£127,232	£166,984	£150,497	Stuart Watson	<p>FQ3 2017/18 - H&L Car parking income (to date) for H&L is below anticipated target for FQ3 2017-18. The income has increased on the same period last year (FQ3 20176-17), which was £110,012 (to date).</p> <p>FQ2 2017-18 - H&L Car parking income for H&L is above anticipated target for FQ2 2017-18. The income has increased on the same period last year (FQ2 20176-17), which was £87,629.</p>
Car Parking income to date - A&B (StreetScene)	●	↑	£502,426	£590,760	£673,980	£728,765	Stuart Watson	<p>FQ3 2017/18 - A&B The trend to date suggests that the car parking income will exceed that achieved in FY 2016/17. There is no obvious reason for this, however, it may worth noting that DPE is fully bedded in and it may be that users are more likely to purchase a P&D ticket rather than risk a PCN. In addition to this, a new warden started during FQ3 in Helensburgh, the resulting increased presence may also have contributed to the increase</p> <p>FQ2 2017/18 - A&B Car parking income council wide has increased. This increase can be attributed to a variety of factors but it is believed that a more effective and visible on street presence is a factor.</p>
H&L - Percentage of community councils with emergency plan (Civil Contingencies)	●	⇒	80 %	13 %	80 %	13 %	Carol Keeley	<p>FQ3 2017/18 - H&L The only area in H&L that has completed a plan is Cardross CC. Regular contact is made with Tony Davy and the Cardross plan is updated regularly. No responses have been received from Arrochar & Tarbet, Cove & Kilcreggan, Garelochhead and Luss and Arden. Helensburgh, Rhu & Shandon and Rosneath & Clynder have intimated that they do not wish to produce a community emergency plan and no contact is to be made in this regard in future Rosneath & Clynder have been contacted on two occasions recently to ask them if they would like an Emergency Kit bag, but to date there has been no response.</p> <p>FQ2 2017-18 - H&L The only area in H&L that has completed a plan is Cardross CC. Regular contact is made with Tony Davy and the Cardross plan is updated regularly. No responses have been received from Arrochar & Tarbet, Cove & Kilcreggan, Garelochhead and Luss and Arden. Helensburgh, Rhu & Shandon and Rosneath & Clynder have intimated that they do not wish to produce a community emergency plan and no contact is to be made in this regard in future.</p>
H&L - Percentage of community councils who are developing a community emergency plan.	●	⇒	No Target	18%	No Target	18%	Carol Keeley	<p>FQ3 2017/18 - H&L There are no community councils developing an emergency plan. No responses have been received from Arrochar & Tarbet, Cove & Kilcreggan, Garelochhead and Luss and Arden. Helensburgh, Rhu & Shandon and Rosneath & Clynder have intimated that they do not wish to produce a community emergency plan and no contact is to be made in this regard in future Rosneath & Clynder have been contacted on two occasions recently to ask them if they would like an Emergency Kit bag, but there has been no response</p>
A&B - Percentage of community councils with emergency plan (Civil Contingencies)	●	⇒	55 %	57 %	55 %	57 %	Carol Keeley	<p>FQ3 2017/18 - A&B Regular contact is made to encourage CC's and Community Groups to update and exercise existing plans. Those that have not responded are contacted regularly with the exception of those that do not wish to be contacted. Remaining kit bags in storage have been distributed across the Council area October 2017</p> <p>FQ3 2017/18 - A&B Regular contact is made to encourage CC's and Community Groups to update and exercise existing plans. Those that have not responded are contacted regularly with the exception of those that do not wish to be contacted. Remaining kit bags in storage have been distributed across the Council area October 2017</p>

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Dog fouling - total number of complaints H&L (Streetscene H&L)	●	↑	16	34	16	20	Stuart McCracken	<p>FQ3 2017/18 - H&L A total number of 20 complaints were received over the FQ3 period, the service is very much aware of the public perception on this issue and it would be hoped that we can see a reduction in the complaint numbers. It would also be hoped that local community forums would assist the Council in dealing with this issue.</p> <p>FQ2 2017/18 - H&L Wardens will continue to follow up on complaints and rely on witness support to follow up on reported cases. The Dept. will work with the Comms team to address the issue and provide clear information on the support needed to catch dog owners who fail to lift up after their dog. The Area team will look at specific problem sites and target these over the winter months.</p>
Dog fouling - total number of complaints A&B (StreetScene)	●	↓	78	110	78	125	Tom Murphy	<p>FQ3 2017-18 - A&B Over all complaints are still coming in on a regular basis for dog fouling. Wardens are addressing them on a cases by cases basis and also targeting areas identified as hot spots within each of geographic areas. As the lighter mornings and nights are coming in we plan to put out early and later patrols by wardens to address this issue. By education of dog workers they meet and issue fixed penalties if appropriate.</p> <p>FQ2 2017/18 - A&B Dog Fouling complaints had decreased during the middle part of the year from 52 in Jan to 25 in June, rising back up to 48 in Oct. Wardens will continue to follow up on complaints and rely on witness support to act upon reported cases. The Dept. will work with the Comms team to address the issue and provide clear information on the support needed to catch dog owners who fail to lift up after their dog. Area teams will target specific problem areas over the winter months and engage with community groups and schools to give advice on good dog management and ways to work with the council in getting the message out to the wider public. We have 4 Wardens on 12 month contracts in each area targeting Dog Fouling, Littering and Fly Tipping and they have been actively engaging with the public on these matters.</p>
LEAMS - H&L Lorn (Cleanliness Monitoring Systems)	●	↑	73	76	73	82	Stuart McCracken	<p>FQ3 2017/18 - LEAMS H&L The level of performance over the FQ3 period was of an excellent standard, with performance levels of October: 74, November: 83 and December: 82.</p> <p>FQ2 2017/18 - LEAMS H&L The area has achieved its target through continued hard work and vigilance of staff. There is still room for improvement with weed control and cleaning of detritus in problem areas. Discussions with Keep Scotland Beautiful are expected during which these improvements will be discussed. The date for these discussions has yet to be set</p>
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↑	75	79	75	80	Tom Murphy	<p>FQ3 2017/18 - LEAMS A&B To date street cleanliness is still being maintained at a level at/or above the national average. This is despite a 25% reduction in street sweeping resource following service choices. Further updates will be provided once the independent street cleanliness audits have been carried out which typically take place twice per year</p> <p>FQ2 2017-18 - LEAMS A&B Litter monitoring over the area has provided evidence to show that as a council we are meeting the criteria set out via Keep Scotland Beautiful in the main part and falling short where we find areas of weed and detritus evident on pavements. As a Department we will look to address this issue by better integration of Roads & Amenity staff focusing on weedkilling and removal of detritus from footpaths and cyclical cleaning in line with current schedules. Roads and Amenity Officers will invite KSB officers to discuss the 2017 annual report and advise on further actions where necessary.</p>

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Corporate Outcome No.3 - Children and young people have the best possible start								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
HMIE positive Secondary School Evaluations - H&L (Authority Data)	●	⇒	0 %	0 %	0 %	0 %	Maqqie Jeffrey	FQ3 2017-18 - H&L No inspections were carried out in FQ3 2017-18 FQ2 2017-18 - H&L No inspections were carried out in FQ2 2017-18
Percentage of pupils with positive destinations - A&B (Authority Data)	●	↑	92.0%	91.80%	92.0 %	93.0 %	Eileen Kay	FQ3 2017-18 - A&B This is the third release of statistics on the participation of 16-19 year olds at a national and local authority level is the second year the annual participation measure reporting methodology has been used. The annual participation measure takes account of all statuses for individuals over the whole year (1st April 2016 – 31st March 2017) as opposed to focusing on an individual's status on a single day, as adopted by a snapshot methodology. Follow up Participation Measure information will be available from SDS end Feb 2018. FQ2 2017/18 - No update due FQ1 2017/18 - A&B 92.7% of young people sustained a positive destination six months after the initial leaver report from the 2015/16 leaver cohort. This is above the national Scottish figure of 91.4%

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Corporate Outcome No.5 - The economy is diverse and thriving								
Percentage of Pre-Application enquiries processed within 20 working days - H&L (Planning Applications)	●	↑	75.0 %	84.7 %	75.0 %	95.1 %	Peter Bain	<p>FQ3 2017/18 - H&L Turnaround of pre-apps remains above the 75% target for the 12th consecutive quarter.</p> <p>FQ2 2017/18 - H&L Turnaround of pre-apps remains above the 75% target for the 11th consecutive quarter</p>
PR23_03- Percentage of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↑	75.0 %	72.4 %	75.0 %	75.7 %	Peter Bain	<p>FQ3 2017/18 - A&B Performance target has been met for first time since FQ2 2016/17.</p> <p>FQ2 2017/18 - A&B Commentary from Peter Bain (Acting Development Manager): Priority is afforded to the determination of formal planning applications. Although the target for closing Pre-Application enquiries was missed by 2.6% the level of overall service delivery remains acceptable with average turnaround sitting at 24 days.</p> <p>Pre-Application Performance There continues to be a significant year on year increase in pre-application submissions placing additional strain on decreasing resources. In 2016/17 the pre-app submission level was up 15.3% (an additional 177 enquiries) on the previous year. 2016/17 has also been a transitional year for DM with significant changes in key staff members at all professional levels of service provision. During this period delivery of timely pre-app responses has dipped below the service target of 75% but has in fact improved during FQ4 2016/17 (72.4%) and FQ 1 2017/18 (74.6%). The introduction of pre-app charging (Aug 2017) is expected to reduce demand for pre-app services and should make workloads more manageable, progress of pre-application submissions will continue to be monitored and micro-managed on a regular basis as part of individual officers work plans</p>
Householder Planning Apps: Ave no of Weeks to Determine - H&L (Planning Applications)	●	↑	8.0 Wks	6.3 Wks	8.0 Wks	5.1 Wks	Peter Bain	<p>FQ3 2017/18 - H&L Turnaround of H&L householder applications remains below the 8 week target for the 21st consecutive quarter.</p> <p>FQ2 2017/18 - H&L Turnaround of H&L householder applications remains below the 8 week target for the 20th consecutive quarter</p>
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	6.7 Wks	8.0 Wks	5.1 Wks	Peter Bain	<p>FQ3 2017/18 - A&B Significant improvement in performance from FQ2. The time period for determination of householder planning applications remains well within the 8 week target and compares favourably to the national average (7.1 weeks) and the rural authorities benchmarking group (7 weeks)</p> <p>FQ2 2017/18 - A&B Despite a reduction in performance during FQ2 from the previous period the time period for determination of householder planning applications remains well within the 8 week target and compares favourably to the national average (7.1 weeks) and the rural authorities benchmarking group (7 weeks)</p>

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Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - percentage of faults repaired within 5 days - H&L (Street Lighting - Maintenance)	●	↓	75 %	40 %	75 %	7 %	Lyndis Davidson	FQ3 2017/18 - H&L Please see comment below for A&B wide
RA14_05- Percentage of street lighting repairs completed within 5 days (Street Lighting - Maintenance)	●	↓	75 %	66 %	75 %	57 %	Lyndis Davidson	FQ3 2017/18 - A&B With the exception of the Bute & Cowal area, performance is low in FQ3 due to a number of factors: - faults always increase at this time of year due to longer nights and also lights being lit for longer periods of time - we currently have 2 out of 5 electricians on long term sick so having to juggle resources - Festive Lighting has taken priority over single dark lamps in October and November (emergencies and section faults still priorities) - although the LED replacement programme will ultimately reduce the number of dark lamps, we are having some teething troubles which mean that replacement LEDs have taken longer than 10 days to replace. - we have a number of complex cable faults which are taking longer than usual to resolve To address these performance issues we are putting a number of measures in place: - the main priority in January is fault repairs, we hope to reduce these significantly in FQ4 - festive lighting will be taken down at the end of January, once the majority of faults have been repaired - we will employ an additional electrician for the Helensburgh area on a temporary basis until the electrician resource issue is sorted - we are developing a better process for dealing with dark LED lamps to ensure customers are not inconvenienced - we continue to work with our utility partners (SSE, Scottish Power) to address the cable faults across the area The definition of this measure has been changed to make it accurate. This measure is the percentage of dark lamps repaired within 5 working days - this does not include emergencies, section faults or cable faults. (Previously incorrect definition was % of repairs completed within 10 days).

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Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
H&L - Number of Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)	●	↓	No Target	2,220 Tonnes	No Target	1,966 Tonnes	Alan Millar	FQ3 2017/18 - H&L 45.8% recycled, composted and recovered in Q3 (40.4% recycling/composting and 8.1% recovery). FQ2 2017/18 - H&L 50.2% recycled, composted and recovered in Q2 (41.7% recycled/composted and 8.5% recovered)
A&B Wide - No of Tonnes of Waste recycled and composted (Waste Management Performance)	●	↓	No Target	5,375 Tonnes	No Target	5,260 Tonnes	Jim Smith	New Measure, commentary to follow
H&L - % Waste Recycled, Composted & Recovered (Waste Management Performance)	●	↓	No Target	50.2%	No Target	48.5%	Alan Millar	FQ3 2017/18 - H&L 50.2% recycled, composted and recovered in Q2 (41.7% recycled/composted and 8.5% recovered) FQ2 2017/18 - H&L 50.9% recycling ,composting and recovery in Q2 (32.1% recycling/composting and 18.8% recovery)
RA24_02 - A&B Wide - Percentage of waste recycled, composted and recovered. (Waste Management Performance)	●	↑	40.0 %	49.3 %	40.0 %	51.4 %	Jim Smith	FQ3 2017/18 - A&B 51.4% of waste recycled ,composted and recovered in Q3 (37.6% recycling/composting and 13.8% recovery). FQ2 2017/18 - A&B 49.3% recycled ,composted and recovered in Q2 (35.4% recycled/composted and 13.9% recovered) FQ1 2017/18 - A&B 45.6% recycled ,recovered and composted in Q1 (33% recycling/composting and 12.6% recovery) .

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Total number of Complaints regarding Waste Collection - H&L Lorn (Streetscene H&L)	●	↑	No Target	2	No Target	6	Allan MacDonald (Streetscene)	<p>FQ3 2017-18 - H&L Six complaints were registered during the FQ3 period, this level of performance from our waste collection services is excellent, considering the large number of properties both domestic and commercial and also the different wide range of services being delivered, from general waste collections, kerbside co-mingle collections, glass recycling and food waste kerbside collections.</p> <p>FQ2 2017-18 - H&L Two complaints were registered through the FQ2 period, this level of performance from our waste collection services is excellent, considering the large number of properties both domestic and commercial and also the different wide range of services being delivered, from general waste collections, kerbside co-mingle collections, glass recycling and food waste kerbside collections.</p>
Total number of Complaints regarding Waste Collection - A&B (StreetScene)	●	↑	No Target	14	No Target	35	Tom Murphy	<p>FQ3 2017/18 - A&B There has been an increase in complaints with regards waste collection mainly in relation to late collections. 1) Winter weather has resulted in a number of safety issues whereby some collections were carried later than the calendared collection day. 2) There was also an issue where vehicles were breaking down as a result of the cold weather and these were addressed on issue by issue basis. In general terms all collections were carried out, however, in some areas these may have been a few days late. Where collections were running late the information was posted on the Council web page to inform the public of these alterations to collection days.</p>

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Making It Happen								
H&L Teacher Absence (Education Attendance)	●	↓	1.50 Avg. days lost	62 Avg. days lost	1.50 Avg. days lost	1.43 Avg. days lost	TBC	FQ3 2017/18 - H&L New area measure. The performance this quarter is down on the same period last year with 317 actual days lost compared to 170 in FQ3 2016/17
A&B Teacher Absence (Education Attendance)	●	↓	1.50 Avg. days lost	76 Avg. days lost	1.50 Avg. days lost	1.93 Avg. days lost	Anne Paterson	FQ3 2017-18 - A&B There was an increase in absence for FQ3 which is typical for the winter quarter. FQ2 2017-18 - A&B Teachers' attendance for FQ2 was very good, with 0.8 days lost against an actual target of 1.5 days.
H&L Non-Teaching Staff Absence (Attendance)	●	↓	2.07 Avg. days lost	1.78 Avg. days lost	2.07 Avg. days lost	2.95 Avg. days lost	TBC	FQ3 2017/18 - H&L New area measure. The performance this quarter is an improvement on the same period last year with 339 actual days lost compared to 375 in FQ3 2016/17
A&B Non Teaching Staff Absence (Attendance)	●	↓	2.07 Avg. days lost	2.17 Avg. days lost	2.07 Avg. days lost	2.41 Avg. days lost	Jane Fowler	FQ3 2017-18 - A&B There was an increase in absence for FQ3 which is typical for the winter quarter