

---

**ARGYLL AND BUTE COUNCIL**

**HELENSBURGH AND  
LOMOND AREA  
COMMITTEE**

**CHIEF EXECUTIVE'S UNIT**

**12th JUNE 2012**

---

**AREA SCORECARD**

---

**1 Background**

- 1.1 Following workshops with the Area Committee during late 2011 and early 2012, the attached Area Scorecard was adopted by the Area Committee. The Scorecard reports the latest Area performance across the range of services selected.

**2 Recommendations**

- 2.1 It is recommended that the Area Committee
- a) reviews the performance reported on the Area Scorecard and
  - b) agrees to participate in further development of the Area Scorecard to better reflect current topics of interest.

Jane Fowler  
Head of Improvement and HR

For further information, please contact:

David Clements  
Improvement and Organisational Development Programme Manager  
(Planning and Performance Management)  
01465 604205

**Corporate Objective 1 - Working together to improve the potential of our people** R →

1.1	Argyll and Bute has more new businesses operating in the area, creating more jobs.	G →
1.2	Our children are protected and nurtured so that they can achieve their potential.	A →
1.3	Our older people are supported to live more active, healthier and independent lives.	A ↑
1.4	We work with our partners to tackle discrimination.	R →
1.5	Vulnerable adults, children and families are protected and are supported in sustainable ways...	R ↓

**Corporate Objective 2 - Working together to improve the potential of our community** A →

2.1	We have a skilled and competitive workforce capable of attracting employment to Argyll and Bute.	G →
2.2	Our young people have the skills, attitudes and achievements to succeed throughout their lives.	G →
2.3	Our partners and communities are able to be fully engaged in the way our services are delivered.	A →
2.4	The impact of alcohol and drugs on our communities...is reduced.	A →
2.5	Our Communities are safer	A →

**Corporate Objective 3 - Working together to improve the potential of our area** A →

3.1	We have contributed to an environment where existing and new businesses can succeed.	A →
3.2	The places where we live, work and visit...meet the needs of our communities.	A →
3.3	Our transport infrastructure...meets the economic and social needs of our communities.	A →
3.4	We have reduced the carbon footprint of Argyll and Bute Council.	G ↑
3.5	We have "reduced, reused and recycled" more.	A →
3.6	The full potential of our outstanding built and natural environment is realised...	A →

**Corporate Objective 4 - Working together to improve the potential of our organisation** A →

4.1	We engage with stakeholders to deliver best value services.	A →
4.2	Our employees have the skills and attitudes to deliver efficient and effective services.	A →
4.3	Our customers have accurate, accessible and up-to-date information...	A →
4.4	We listen to our customers and communities to continually improve our services.	A →

**H&L Area Scorecard 2011-12**

FQ1 12/13

LOCAL INDICATORS <i>Service Success Measures</i>	AREA VALUES				COUNCIL VALUES		
	Target	Actual	Status	Trend	Actual	Status	Trend
No of Complaints ref Waste Collection H&L	45	45		↓	1.68	G	↑
Dog fouling - A&B total fines	1	1		↓	1		→
Dog fouling - A&B total complaints	26	9		G	3	G	↓
Business Start Ups H&L	56	58		G	96	G	↑
Average subsidy per passenger - H&L		£ 2.52		↓	£ 2.62	R	↓
% road area surface treated - H&L	2.00 %	3.38 %		G	3.37 %	G	↓
% road area resurfaced/reconstructed - H&L	2.00 %	4.34 %		G	3.39 %	G	↑
Dark Lamps - % inspections completed ABC net - H&L	100 %	100 %		G			→
Car Parking income to date - H&L	£ 270,542	£ 202,630		R	£ 748,489	R	↑
HMIE positive School Evaluations - H&L	75 %	100 %		G	100 %	G	↑
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		2		↓	5		↓
H&L - No of Alcohol Dependent Misusers	34	34		↑	97		↓
H&L Care in the Community - In Year		125		↓	309		↓
CABD53 H&L - No of Open Children Cases to Social Work	31	31		↓	122		↓
CP1 H&L - No of CP Investigations	2	2		↓	14		↓
HMIE overall average score per inspection - H&L	75.0 %	100.0 %		G	25.0 %	R	↓
Road area resurfaced/reconstructed - H&L	27,053 sq.m	69,044 sq.m		G	334,619 sq.m	G	↑
Street lighting - Programmed Capital Spend - H&L	£ 35,000	£ 35,000		↑			
Street lighting - Actual Capital Spend - H&L	£ 35,000	£ 35,000		↑			

**H&L Area Scorecard 2011-12**

FQ1 12/13

LOCAL INDICATORS <i>Service Success Measures</i>	AREA VALUES				COUNCIL VALUES		
	Target	Actual	Status	Trend	Actual	Status	Trend
No of Complaints ref Waste Collection H&L	45	45		↓	1.68	Ⓔ	↑
Dog fouling - A&B total fines	1	1		↓	1		→
Dog fouling - A&B total complaints	26	9	Ⓔ	↑	3	Ⓔ	↓
Business Start Ups H&L	56	58	Ⓔ	↑	96	Ⓔ	↑
Average subsidy per passenger - H&L		£ 2.52		↓	£ 2.62	Ⓓ	↓
% road area surface treated - H&L	2.00 %	3.38 %	Ⓔ	↓	3.37 %	Ⓔ	↓
% road area resurfaced/reconstructed - H&L	2.00 %	4.34 %	Ⓔ	↑	3.39 %	Ⓔ	↑
Dark Lamps - % inspections completed ABC net - H&L	100 %	100 %	Ⓔ	→			
Car Parking income to date - H&L	£ 270,542	£ 202,630	Ⓓ	↑	£ 748,489	Ⓓ	↑
HMIE positive School Evaluations - H&L	75 %	100 %	Ⓔ	→	100 %	Ⓔ	↑
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		2		↓	5		↓
H&L - No of Alcohol Dependent Misusers	34	34		↑	97		↓
H&L Care in the Community - In Year		125		↓	309		↓
CABD53 H&L - No of Open Children Cases to Social Work	31	31		↓	122		↓
CP1 H&L - No of CP Investigations	2	2		↓	14		↓
HMIE overall average score per inspection - H&L	75.0 %	100.0 %	Ⓔ	↑	25.0 %	Ⓓ	↓
Road area resurfaced/reconstructed - H&L	27,053 sq.m	69,044 sq.m	Ⓔ	↑	334,619 sq.m	Ⓔ	↑
Street lighting - Programmed Capital Spend - H&L	£ 35,000	£ 35,000		↑			
Street lighting - Actual Capital Spend - H&L	£ 35,000	£ 35,000		↑			