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**ARGYLL AND BUTE COUNCIL**

**BUTE & COWAL  
AREA COMMITTEE**

**CHIEF EXECUTIVE'S UNIT**

**3<sup>rd</sup> DECEMBER 2013**

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**AREA SCORECARD FQ2 2013-14**

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**1 Background**

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 2 of 2013-14 (July to September 2013). Where commentary has been entered in Pyramid, it is included here.

**2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the exceptional performance presented on the Scorecard.

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## Bute and Cowal Area Scorecard

FQ2 13/14

Exceptions  
2013-14

FQ1

FQ2

FQ3

FQ4

Key  
to  
Acronyms

Environment	Target	Bute & Cowal	Council
Car Parking income to date - B&C	£ 73,236		
Dog fouling - number of complaints B&C	27	43 <b>R</b> ↑	92
Dog fouling - number of fines issued B&C	0	0 ↓	1
LEAMS - B&C Cowal	73	86 <b>G</b> ↑	78
LEAMS - B&C Bute	73	78 <b>G</b> ↑	

Economy	Target	Bute and Cowal	Council
All Local Planning Apps: % processed in 2 months in B&C	70.0 %	82.4 % <b>G</b> ↑	76.6 %
Householder Planning Apps: % processed in 2 months in B&C	90.0 %	95.5 % <b>G</b> ↓	89.7 %
Local (excl HH) Planning Apps: % processed in 2 months in B&C	70.0 %	72.4 % <b>G</b> ↑	69.8 %
Street lighting - % B&C faults repaired within 7 days	88 %	98 % <b>G</b> ↑	96 %
CC1 Affordable social sector new builds - B&C	0	0 <b>G</b> →	32
* ACHA - currently no ACHA data in Pyramid *			

Education	Target	Bute & Cowal	Council
% positive destinations (Dunoon Grammar) ACY 11/12		87 %	90.1 %
% positive destinations (Rothesay Academy) ACY 11/12		83 %	
HMIE positive School Evaluations - B&C Sec		100 % ↑	100 %
% 5+ SCQF level 6 (Dunoon Grammar) ACY 11/12	12.60 %	6.45 % <b>R</b> ↑	13 %
% 5+ SCQF level 6 (Rothesay Academy) ACY 11/12	12.60 %	10.00 % <b>R</b> ↓	
School % unauthorised absence (Dunoon Grammar)		2.6 % ↓	1.2 %
School % unauthorised absence (Rothesay Academy)		1.9 % ↓	

Roads	Target	Bute & Cowal	Council
% road network to be considered for maintenance - SRMCS Red <small>A&amp;B - no area data available</small>	20.0 %		
% road area resurfaced/reconstructed - B&C	2.55 %	<b>R</b> ↑	
% road area surface treated - B&C	4.36 %	<b>R</b> ↑	
% Cat 1 road defects repaired by end of next working day - B&C	90 %	100 % <b>G</b> ↑	89.2 %

Adult Care	Target	Bute and Cowal	Council
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	74.4 % <b>R</b> ↑	82.1 %
B&C - % of Older People receiving Care in the Community	80 %	69 % <b>R</b> ↑	73 %
B&C - No of Substance Misuse Clients			
B&C - No of SM Care Assessments outstanding over 21 Days	5		

Children and Families	Target	Bute and Cowal	Council
CA12 B&C - Total No LAAC		48 ↑	126
CA25 B&C - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> →	100 %
CP5 B&C - No of Children on CPR		7 →	26
CP16a B&C - No of Children on CPR with a completed CP plan		7 →	20

Community Resilience	Target	Bute & Cowal	Council
B&C % community councils with emergency plan	50 %	25 % <b>R</b> →	
B&C % community councils developing an emergency plan		75 % ↑	



**Bute and Cowal Area Scorecard Exceptions FQ2 13/14**

<b>Environment</b>	FQ1	FQ2	Target FQ2
Car Parking income to date - B&C	£ 18,731 <b>R</b> ↓		£ 73,236
Dog fouling - number of complaints B&C	51 <b>R</b> ↑	43 <b>R</b> ↑	27
<b>Economy</b>			
No exceptions			
<b>Education</b>			
	AY 10/11	AY 11/12	Target AY 11/12
% 5+ SCQF level 6 (Dunoon Grammar)	6.13 % <b>R</b> ↑	6.45 % <b>R</b> ↑	12.60 %
% 5+ SCQF level 6 (Rothesay Academy)	13.95 % <b>G</b> ↑	10.00 % <b>R</b> ↓	12.60 %
<b>Roads</b>			
No exceptions			
<b>Adult Care</b>			
	FQ1	FQ2	Target FQ2
B&C - % of Older People receiving Care in the Community - In Year	73.0 % <b>R</b> ↓	74.4 % <b>R</b> ↑	80.0 %
B&C - % of Older People receiving Care in the Community	66 % <b>R</b> ↓	69 % <b>R</b> ↑	80 %
<b>Children &amp; Families</b>			
	FQ1	FQ2	Target FQ2
CA25 B&C - % Reviews of LAAC Convened within Timescales	100 % <b>G</b> →	100 % <b>G</b> →	100 %
<b>Community Resilience</b>			
	FQ1	FQ2	Target FQ2
B&C % community councils with emergency plan	25 % <b>R</b> ↑	25 % <b>R</b> →	50 %

Performance worth noting

<b>Environment</b>	Target	Bute & Cowal	Council	
LEAMS - B&C Cowal	73	86 <b>G</b> ↑	78	✓
LEAMS - B&C Bute	73	78 <b>G</b> ↑	78	✓
Continuing positive trend				
<b>Economy</b>				
	Target	Bute & Cowal	Council	
Street lighting - % B&C faults repaired within 7 days	88 %	98 % <b>G</b> ↑	96 %	✓
Significant recovery				
<b>Education</b>				
			Council	
School % unauthorised absence (Dunoon Grammar)		2.6 % ↓	1.2 %	!
<b>Roads</b>				
	Target	Bute & Cowal	Council	
% Cat 1 road defects repaired by end of next working day - B&C	90 %	100 % <b>G</b> ↑	89.2 %	✓
Significant recovery				

<b>Element</b>	<b>TARGET FQ2 13/14</b>	<b>ACTUAL FQ2 13/14</b>	<b>Traffic light</b>	<b>Trend</b>	<b>Actions</b>
B&C % community councils with emergency plan	50	25	Red	Constant	
B&C - % of Older People receiving Care in the Community - In Year	80	74	Red	Ascending	June 13 Update Cowal: External home care provider capacity has been a significant issue in the performance. Team leader working with providers to ensure they are working towards ensuring their capacity meets the needs of the community. ECCT continues to be developed in Cowal and will be fully operational in the near future, date to be confirmed. Bute: The Bute ECCT continue to develop the services on Bute as part of the Reshaping Care for Older People. This is the only fully operational ECCT with planned roll out for the rest of Argyll to continue.
Cowal - % of Older People receiving Care in the Community - In Year	80	67	Red	Ascending	June 13 Update External home care provider capacity has been a significant issue in the performance. Team leader working with providers to ensure they are working towards ensuring their capacity meets the needs of the community.
B&C - % of Older People receiving Care in the Community	80	68.547009	Red	Ascending	June 13 Update Work to shift the balance of care continues via the raft of measures embodied in Reshaping Care for Older People (RCOP), which seek to address the various issues that lead older people to unplanned hospital admissions and untimely admission to a care home - these include falls prevention, polypharmacy monitoring, better management of long term conditions including dementia, alongside social measures such as inclusion, co-production, and increased carer support.

Element	TARGET FQ2 13/14	ACTUAL FQ2 13/14	Traffic light	Trend	Actions
Dog fouling - number of complaints B&C	27	43	Red	Ascending	Bute and Cowal - Dog Fouling Complaints 1st Quarter The number of complaints are showing a downward trend, there is currently an ongoing high profile programme in the Dunoon area, including the use of CCTV. Joint patrols with Amenity Wardens and Police continue to take place.
CC1 Affordable social sector new builds - B&C	0	0	Green	Constant	SHIP information 24 ACHA units in Ardenslate (Fairways), Dunoon completed in April 2013 i.e. Q1. Slippage due to subcontractor going bust.
Street lighting - % B&C faults repaired within 7 days	88	98	Green	Ascending	Street Lighting B&C faults repaired within 7 days One of our Helensburgh based electricians is working 4 days a week in the B&C area allowing faster a response to reactive repairs
Bute - % of Older People receiving Care in the Community - In Year	80	85	Green	Ascending	June 13 Update The Bute ECCT continue to develop the services on Bute as part of the Reshaping Care for Older People. This is the only fully operational ECCT with planned role out for the rest of Argyll to continue.
CP5 B&C - No of Children on CPR		7		Constant	Explanation Q2 13/14 Registrations in Bute and Cowal have remained static over the quarter despite an increase in overall child protection activity. In part this lack of increase is accounted for by 7 children whose safety has been secured by becoming looked after.
Car Parking income to date - B&C	73236				Car Parking Income Bute and Cowal Amenity Wardens continue to support the enforcement of car parking, however, the trend remains below the income target. The car parking targets is an area Roads and Amenity management are requiring to re-assess and have a more realistic target set.

Element	TARGET FQ2 13/14	ACTUAL FQ2 13/14	Traffic light	Trend	Actions
Dog fouling - number of complaints BUTE		22		Constant	Dog Fouling - number of complaints Bute Over recent months, the number of complaints in the Bute area have reached an unacceptable level. There is a need to have Amenity Warden patrols on the island stepped up and look at the possibility of having wardens from other areas complement the local warden's patrols and look at involving the local police to have joint patrols set up, with a view to having this problem dealt with.
Dog fouling - number of complaints COWAL		21		Ascending	Dog Fouling - Number of complaints Cowal The number of complaints has reduced from that in the earlier months in the year, however, the number has increased slightly over recent months and increased patrols are required to have this issue dealt with.
Dog fouling - number of fines issued B&C		0		Descending	Dog Fouling - number of fines issued Bute and Cowal Patrols are continuing, including joint patrols with the local police. This is an matter taken very seriously by Amenity Services staff, and the difficulty is being in the correct area at the correct time to issue fixed penalty notices.