

**AREA SCORECARD FQ3 2013-14**

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**1 Background**

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 3 of 2013-14 (October to December 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.

Jane Fowler  
Head of Improvement and HR





For further information, please contact:

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**Environment**

	Target	OL&I	Council
Car Parking income to date - OL&I	£ 498,466	£ 358,101 <b>R</b> 	£ 621,296
Dog fouling - number of complaints LORN		13 	82
Dog fouling - number of complaints MULL		2 	
Dog fouling - number of fines issued LORN		0 	6
Dog fouling - number of fines issued MULL		0 	
LEAMS - OL&I Lorn	73	75 <b>G</b> 	78
LEAMS - OL&I Mull	73	80 <b>G</b> 	
No of Complaints ref Waste Collection - OL&I Lorn		16 	72
No of Complaints ref Waste Collection - OL&I Mull		0 	
Dark street lamps – number of dark-lamp-nights * no data currently *			

**Economy**

	Target	OL&I	Council
CC1 Affordable social sector new builds - OL&I	0	0 <b>G</b> 	8
* ACHA - currently no ACHA data in Pyramid *			
All Local Planning Apps: % processed in 2 months in OL&I	70.0 %	80.0 % <b>G</b> 	77.0 %
Householder Planning Apps: % processed in 2 months in OL&I	90.0 %	100.0 % <b>G</b> 	94.1 %
% of Building Warrants Apps responded to within 20 days - OL&I	80.0 %	100.0 % <b>G</b> 	97.2 %











**Adult Care**

	Target	OL&I	Council
OL&I - No of DP Clients		24 	107
OL&I - No of People Awaiting FPC within their Homes	0	0 <b>G</b> 	0
Colonsay - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % <b>G</b> 	75.8 %
Mull & Iona - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % <b>G</b> 	
Oban - % of Older People receiving Care in the Community - In Year	80.0 %	68.1 % <b>R</b> 	
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80.0 %	66.7 % <b>R</b> 	




**Children & Families**

	Target	OL&I	Council
CA12 OL&I - Total No LAAC		28 	129
CA25 OL&I - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> 	99 %
CP16 OL&I % of Children on CPR with a completed CP plan	100 %	100 % <b>G</b> 	100 %



**Education**

	Target	OL&I	Council
HMIE positive School Evaluations - OL&I Sec		100 % 	100 %
% positive destinations Oban High ACY 12/13		94 % 	92.4 %
% positive destinations Tiree High School ACY 12/13		100 % 	
% positive destinations Tobermory High ACY 12/13		100 % 	13 %
% 5+ SCQF level 6 Oban High ACY 12/13	13.20 %	10.43 % <b>R</b> 	
% 5+ SCQF level 6 Tiree High School ACY 12/13	13.20 %	0.00 % <b>R</b> 	
% 5+ SCQF level 6 Tobermory High ACY 12/13	13.20 %	7.41 % <b>R</b> 	
School % unauthorised absence Oban High		1.8 % 	1.4 %
School % unauthorised absence Tiree High School		3.3 % 	
School % unauthorised absence Tobermory High		0.3 % 	





**Roads**

	Target	OL&I	Council
% road area resurfaced/reconstructed - OL&I FY 12/13	1.13 %	1.15 % <b>G</b> 	1.88 %
% road area surface treated - OL&I FY 12/13	2.87 %	2.73 % <b>R</b> 	4.45 %
% Cat 1 road defects repaired by end of next working day - OLI	90 %	100 % <b>G</b> 	87.7 %

**Community Resilience**

	Target	OL&I	Council
OL&I % community councils with emergency plan	70 %	31 % <b>R</b> 	
OL&I % community councils developing an emergency plan	81 %	81 % 	





#### Environment

	FQ2	FQ3	Target FQ3
Car Parking income to date - OL&I	£ 282,337  	£ 358,101  	£ 498,466







#### Roads

	FY 11-12	FY 12-13	Target FY 12-13
% road area surface treated - OL&I	4.24 % 	2.73 % 	2.87 %



#### Adult Care

	FQ2	FQ3	Target FQ3
Oban - % of Older People receiving Care in the Community - In Year	74.7 % 	68.1 % 	80.0 %
Tiree & Coll - % of Older People receiving Care in the Community - In Year	66.7 % 	66.7 % 	80.0 %

#### Education




	School year 2011-12	School year 2012-13	Target for 2012-13
% 5+ SCQF level 6 Oban High	12.14 % 	10.43 % 	13.20 %
% 5+ SCQF level 6 Tobermory High	6.67 % 	7.41 % 	13.20 %
% 5+ SCQF level 6 Tiree High School	30.00 % 	0.00 % 	13.20 %

#### Community Resilience






	FQ2	FQ3	Target FQ3
OL&I % community councils with emergency plan	31 % 	31 % 	70 %

## Performance worth noting

#### Environment

	Target	OL&I	Council	
LEAMS - OL&I Mull	73	80 	78	 Sustained improvement
LEAMS - OL&I Lorn	73	75 		

#### Education

	Target	OL&I	Council	
School % unauthorised absence Tiree High School	3.3 %		1.4 %	 Absence in excess of average
% positive destinations Tobermory High	100 %		92.4 %	
% positive destinations Tiree High School	100 %			

Success Measure	Target FQ3 13/14	Actual FQ3 13/14	Traffic light	Trend	Commentary
CA25 A&B - % Reviews of LAAC Convened within Timescales	100%	99%	Red	Descending	The Independent Reviewing Service reviews the care plans for all Looked After and Accommodated Children (LAAC). The service has completed 99% of the reviews for the last quarter within the specified timeframe (Children (Scotland) Act 1995). There will be occasions when a review will need to be postponed and this often due to availability of the child or their parents.
AC12 - No of Direct Payments	110	107	Red	Descending	There has been a slight increase in direct payments for December. The Self Directed Support (SDS) starts in April 2014 which will offer new clients a wider choice of options for their care.
Oban - % of Older People receiving Care in the Community - In Year	80%	68%	Red	Descending	FQ2 2013-14 update The OLI Area homecare has been externalised, but the private provider is having difficulties with recruiting and retaining staff. This has led to a slight increase in the numbers of older people receiving care in residential placements. The Commissioning Team is working with the external provider to improve their retention of staff. A similar situation exists across Scotland. (from Shaun Paul Davidson)
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80%	67%	Red	Constant	FQ2 2013-14 update The OLI Area homecare has been externalised, but the private provider is having difficulties with recruiting and retaining staff. This has led to a slight increase in the numbers of older people receiving care in residential placements. The Commissioning Team is working with the external provider to improve their retention of staff. A similar situation exists across Scotland. (from Shaun Paul Davidson)

Success Measure	Target FQ3 13/14	Actual FQ3 13/14	Traffic light	Trend	Commentary
A&B % of Older People receiving Care in the Community - In Year	80%	76%	Red	Descending	
% Cat 1 road defects repaired by the end of next working day	90%	88%	Red	Descending	No of Cat 1 defects reported – 81. No of Cat 1 defects completed within the allocated period – 71. The overall percentage of Cat 1 defects attended to within the allocated 5 day time period remains close to figures for Q1 and Q2 i.e. 88% for Q3 (91% for Q1 and to 89% for Q2). The overall number of Cat 1 defects reported during the year continues to fluctuate (81 for Q3, 37 for Q2 and 94 for Q1) – this is perhaps reflective of seasonal weather conditions and the actual condition of the road network.
OL&I % community councils with emergency plan	70%	31%	Red	Constant	
Dog fouling - number of complaints OL&I	12	15	Red	Ascending	
Car Parking income to date - OL&I	£498K	£358K	Red	Ascending	Amenity Wardens continue to support the enforcement of car parking. There have been issues through absence in relation to enforcement, this issue has now been dealt with. The trend remains below the income target and this is an area where Roads and Amenity management are required to address the income target in the future