

IMPROVEMENTS TO AREA SCORECARD

1 Background

The Area Committee has reviewed performance through their bespoke Area scorecard since it was developed during 2011-12. This paper presents a proposal to improve the MAKI Area scorecard.

2 Recommendations

It is recommended that the Area Committee adopts the attached improvements to their current Area scorecard.

3 Detail

The MAKI Area scorecard has a small number of measures that need updating in line with improved Service performance management in the Planning Service. Additionally, with the advent of the Health & Social Care Integration, the Area Committee could benefit from increased performance information across the Social Work function.

A small number of additional changes are proposed including the addition of street lighting and car parking income measures as well as the removal of community resilience planning (removed to Local Community Planning Group scorecard).

Attached are the full details of all proposed changes along with the current and proposed improved scorecards.

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

Mid-Argyll, Kintyre and the Islands Area Committee

Proposed Area scorecard improvements

Adult Care

Add

- number of substance misuse clients
- number of delayed discharge clients awaiting admission to a care home
- number of clients with a learning disability

Children & Families

Add

- number of Looked After & Accommodated Children (LAAC)
- number of LAAC in external placements

Economy

Remove

- all planning applications: % processed in 2 months
- local (excl HH) planning applications: % processed in 2 months
- ACHA data – none data available now (remove to CPP Area scorecard)

Add

- average number of weeks to determine all local planning applications (target = 12)
- % of pre-application enquiries processed in 20 working days (target = 70%)

Roads & Lighting

Remove

- % road network to be considered for maintenance (annual *and* A&B level only)

Add

- Street lighting - % faults repaired within 7 days

Environment

Add

- Car parking income
- Number of complaints ref. waste collection

Community Resilience

Remove

- Both measures (remove to CPP Area scorecard)



Adult Care

	Target	MAKI	Council
MAKI - % of Older People receiving Care in the Community - In Year	80.0 %	79.6 % R ↑	90.2 %
MAKI - % of Older People receiving Care in the Community	80 %	72 % R ↓	74 %
MAKI - No of People Awaiting FPC within their Homes	0	0 G →	0
MAKI - No of SM Care Assessments outstanding >21 Days	0	0 G ↑	2

Children and Families

	Target	MAKI	Council
CABD53 MAKI - Open Cases - children with disability		22 ↓	119
CABD56 MAKI - No of Children Receiving Comm Based Support		18 ↑	78
CP5 MAKI - No of Children on CPR		1 →	19
CP16a MAKI - No of Children on CPR with a completed CP plan		1 →	19

Economy

	Target	MAKI	Council
All Local Planning Apps: % processed in 2 months in MAKI	70.0 %	82.1 % G ↑	79.2 %
Householder Planning Apps: % processed in 2 months in MAKI	90.0 %	95.0 % G ↑	90.1 %
Local (excl HH) Planning Apps: % processed in 2 months in MAKI	70.0 %	77.6 % G ↑	74.0 %
CC1 Affordable social sector new builds - MAKI	0	56 G ↑	71

* ACHA - currently no ACHA data in Pyramid *

Environment

	Target	MAKI	Council
Dog fouling - number of complaints MAKI	27	15 G ↑	70
Dog fouling - number of fines issued MAKI		0 ↓	2
LEAMS - MAKI Islay	73	92 G ↓	
LEAMS - MAKI Kintyre	73	85 G ↑	77
LEAMS - MAKI Mid Argyll	73	77 G ↑	
% Waste recycled, composted and recovered	40.0 %	43.5 % G ↓	

no MAKI data available

Education

	Target	MAKI	Council
% positive destinations Campbelltown Grammar	ACY 12/13	97 % ↑	
% positive destinations Islay High	ACY 12/13	90 % ↓	
% positive destinations Lochgilphead High	ACY 12/13	94 % ↑	92.4 %
% positive destinations Tarbert Academy	ACY 12/13	100 % ↑	
HMIE positive School Evaluations - MAKI Sec		100 % →	63 %
% 5+ SCQF level 6 Campbelltown Grammar	ACY 12/13	13.20 %	7.69 % R ↓
% 5+ SCQF level 6 Islay High	ACY 12/13	13.20 %	16.67 % G ↑
% 5+ SCQF level 6 Lochgilphead High	ACY 12/13	13.20 %	20.45 % G ↑
% 5+ SCQF level 6 Tarbert Academy	ACY 12/13	13.20 %	50.00 % G ↑
School % unauthorised absence Campbelltown Grammar		2.1 % ↑	
School % unauthorised absence Islay High		2.2 % ↑	1.3 %
School % unauthorised absence Lochgilphead High		1.8 % ↑	
School % unauthorised absence Tarbert Academy		1.8 % ↑	

Roads

	Target	MAKI	Council
% road network to be considered for maintenance - SRMCS Red	A&B - no area data available	20.0 %	19.2 % G ↑
% road area resurfaced/reconstructed - MAKI	FY 13/14	1.49 %	1.65 % G ↓
% road area surface treated - MAKI	FY 13/14	0.68 %	1.20 % G ↓
% Cat 1 road defects repaired by end of next working day - MAKI		90 %	94 % G ↓

Community Resilience

	Target	MAKI	Council
MAKI % community councils with emergency plan	80 %	33 % R →	
MAKI % community councils developing an emergency plan	17 %	17 % ↓	



Mid Argyll, Kintyre and the Islands Area Scorecard

FQ1 14/15

Exceptions 2014-15

FQ1

FQ2

FQ3

FQ4

Key to Acronyms

Adult Care

	Target	MAKI	Council
MAKI - % of Older People receiving Care in the Community - In Year	80.0 %	79.6 % R U	90.2 %
MAKI - % of Older People receiving Care in the Community	80 %	72 % R D	74 %
MAKI - No of People Awaiting FPC within their Homes	0	0 G U	0
MAKI - Number of SM Clients	95	95 U	379
MAKI - No of SM Care Assessments outstanding >21 Days	0	0 G U	2
MAKI - Delayed Discharges awaiting Admission to a Care Home - In Year		3 D	13
MAKI - No of LD Cases		74 U	360

Children and Families

	Target	MAKI	Council
CABD53 MAKI - Open Cases - children with disability		22 D	119
CABD56 MAKI - No of Children Receiving Comm Based Support		18 U	78
CP5 MAKI - No of Children on CPR		1 U	19
CP16a MAKI - No of Children on CPR with a completed CP plan		1 U	19
CA12 MAKI - Total No LAAC		13 D	121
CA17 MAKI - No of External LAAC		3 U	10

Economy

	Target	MAKI	Council
NEW All Local Planning Apps: Ave no of Weeks to Determine - MAKI	12.0 Weeks	9.4 Weeks G U	9.5 Weeks
NEW % of Pre-App Enquiries Processed in 20 working days in MAKI	70.0 %	75.4 % G D	78.8 %
Householder Planning Apps: % processed in 2 months in MAKI	90.0 %	95.0 % G U	90.1 %
CC1 Affordable social sector new builds - MAKI	0	56 G U	71

Roads & Street Lighting

	Target	MAKI	Council
NEW Street lighting - % MAKI faults repaired within 7 days		100 % G U	96 %
% road area resurfaced/reconstructed - MAKI FY 13/14	1.49 %	1.65 % G D	1.95 %
% road area surface treated - MAKI FY 13/14	0.68 %	1.20 % G D	2.02 %
% Cat 1 road defects repaired by end of next working day - MAKI	90 %	94 % G D	97.8 %

Education

	Target	MAKI	Council
% positive destinations	Campbeltown Grammar	ACY 12/13	97 % U
% positive destinations	Islay High	ACY 12/13	90 % D
% positive destinations	Lochgilthead High	ACY 12/13	94 % U
% positive destinations	Tarbert Academy	ACY 12/13	100 % U
HMIE positive School Evaluations - MAKI Sec		100 % U	63 %
% 5+ SCQF level 6	Campbeltown Grammar	ACY 12/13	13.20 %
% 5+ SCQF level 6	Islay High	ACY 12/13	13.20 %
% 5+ SCQF level 6	Lochgilthead High	ACY 12/13	13.20 %
% 5+ SCQF level 6	Tarbert Academy	ACY 12/13	13.20 %
School % unauthorised absence	Campbeltown Grammar		2.1 % U
School % unauthorised absence	Islay High		2.2 % U
School % unauthorised absence	Lochgilthead High		1.8 % U
School % unauthorised absence	Tarbert Academy		1.8 % U

Environment

	Target	MAKI	Council
NEW Car Parking income to date - MAKI	£ 28,614	£ 18,409 R D	£ 164,623
NEW Complaints ref Waste Collection MAKI	0	0 D	12
Dog fouling - number of complaints MAKI	27	15 G U	70
Dog fouling - number of fines issued MAKI		0 D	2
LEAMS - MAKI Islay	73	92 G D	
LEAMS - MAKI Kintyre	73	85 G U	77
LEAMS - MAKI Mid Argyll	73	77 G U	
% Waste recycled, composted and recovered	no MAKI data available	40.0 %	43.5 % G D