

**IMPROVEMENTS TO AREA SCORECARD**

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**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 Bute and Cowal Area scorecard.

**2 Recommendations**

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

**3 Detail**

The Bute and Cowal 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 removal of community resilience planning (removed to Local Community Planning Group scorecard). The 'exceptions' box has been removed to give a simpler overall look to the scorecard.

The scorecard can be viewed on a mobile device using the innovative yellow button. This allows users to view the scorecard in four sections, allowing greater clarity.

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

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## **Bute & Cowal Area Committee**

Proposed Area scorecard improvements

### **Environment**

#### Add

- number of complaints ref. waste collection – (a) Bute (b) Cowal

### **Economy**

#### Remove

- local (excl HH) planning applications: % processed in 2 months
- ACHA data – no data available (remove to CPP Area scorecard)

#### Add

- average number of weeks to determine all local planning applications
- % of pre-application enquiries processed in 20 working days

### **Roads & Street Lighting**

#### Remove

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

### **Adult Care**

#### Remove

- number of substance misuse care assessments outstanding 21 days.

#### Add

- number of delayed discharge clients awaiting admission to a care home – in year
- number of clients receiving a learning disability service
- number of clients receiving a mental health service

### **Children & Families**

#### Add

- number of Looked After Children accommodated outwith Argyll and Bute
- number of children affected by disability receiving a service

### **Community Resilience**

#### Remove

- both measures (remove to CPP Area scorecard)

Environment	Target	Bute & Cowal	Council
Car Parking income to date - B&C	£ 71,117	£ 30,183 <b>R</b> ↑	£ 561,088
Dog fouling - number of complaints B&C	27	35 <b>R</b> ↓	68
Dog fouling - number of fines issued B&C	1	1 ↓	1
LEAMS - B&C Cowal	73	77 <b>G</b> ↓	79
LEAMS - B&C Bute	73	81 <b>G</b> ↑	

Economy	Target	Bute and Cowal	Council
All Local Planning Apps: % processed in 2 months in B&C	70.0 %	79.3 % <b>G</b> ↑	77.6 %
Householder Planning Apps: % processed in 2 months in B&C	90.0 %	100.0 % <b>G</b> ↑	94.9 %
Local (excl HH) Planning Apps: % processed in 2 months in B&C	70.0 %	67.6 % <b>R</b> ↑	69.6 %
CC1 Affordable social sector new builds - B&C	0	0 <b>G</b> →	67

\* ACHA - currently no ACHA data in Pyramid \*

Education	Target	Bute & Cowal	Council
% positive destinations Dunoon Grammar ACY 12/13		93 % ↑	92.4 %
% positive destinations Rothesay Academy ACY 12/13		94 % ↑	
HMIE positive School Evaluations - B&C Sec		100 % →	100 %
% 5+ SCQF level 6 Dunoon Grammar ACY 13/14	0.00 %	13.61 % <b>G</b> ↑	13 %
% 5+ SCQF level 6 Rothesay Academy ACY 13/14	0.00 %	7.41 % <b>G</b> ↓	
School % unauthorised absence Dunoon Grammar		2.7 % ↓	1.3 %
School % unauthorised absence Rothesay Academy		1.7 % ↓	

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	1.83 %	2.13 % <b>G</b> ↑	1.95 %
% road area surface treated - B&C	1.86 %	2.07 % <b>G</b> ↓	2.02 %
% Cat 1 road defects repaired timeously - B&C	90 %	100 % <b>G</b> →	96.0 %
Street lighting - % B&C faults repaired within 7 days	88 %	98 % <b>G</b> ↑	94 %

Adult Care	Target	Bute and Cowal	Council
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	94.6 % <b>G</b> ↑	88.1 %
B&C - % of Older People receiving Care in the Community	80.0 %	78.5 % <b>R</b> ↑	76 %
B&C - Number of SM Clients	111	111 ↑	407
B&C - No of SM Care Assessments outstanding >21 Days	0	7 <b>R</b> ↓	8

Children and Families	Target	Bute and Cowal	Council
CA12 B&C - Total No LAAC		46 ↓	114
CA25 B&C - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> →	100 %
CP5 B&C - No of Children on CPR		4 ↑	18
CP16a B&C - No of Children on CPR with a completed CP plan		4 ↑	13

Community Resilience	Target	Bute & Cowal	Council
B&C % community councils with emergency plan	80 %	67 % <b>R</b> →	
B&C % community councils developing an emergency plan			

**Environment**

	Target	Bute & Cowal	Council
Car Parking income to date - B&C	£ 71,117	£ 30,183 <b>R</b> ↑	£ 561,088
Dog fouling - number of complaints B&C	27	35 <b>R</b> ↓	68
Dog fouling - number of fines issued B&C	1	1 ↓	1
LEAMS - B&C Cowal	73	77 <b>G</b> ↓	79
LEAMS - B&C Bute	73	81 <b>G</b> ↑	
No of Complaints ref Waste Collection - B&C Bute	0	0 →	2
No of Complaints ref Waste Collection - B&C Cowal	0	0 →	

NEW

NEW

**Economy**

	Target	Bute and Cowal	Council
% of Pre-App Enquiries Processed in 20 working days in B&C	75.0 %	74.1 % <b>R</b> ↓	78.5 %
Householder Planning Apps: % processed in 2 months in B&C	90.0 %	100.0 % <b>G</b> ↑	94.9 %
NEW All Local Planning Apps: Ave no of Weeks to Determine - B&C	12.0 Weeks	8.4 Weeks <b>G</b> ↑	10.6 Weeks
CC1 Affordable social sector new builds - B&C	0	0 <b>G</b> →	67

NEW

NEW

**Education**

	Target	Bute & Cowal	Council
% positive destinations Dunoon Grammar ACY 12/13		93 % ↑	92.4 %
% positive destinations Rothesay Academy ACY 12/13		94 % ↑	
HMIE positive School Evaluations - B&C Sec		100 % →	100 %
% 5+ SCQF level 6 Dunoon Grammar ACY 13/14	0.00 %	13.61 % <b>G</b> ↑	13 %
% 5+ SCQF level 6 Rothesay Academy ACY 13/14	0.00 %	7.41 % <b>G</b> ↓	
School % unauthorised absence Dunoon Grammar		2.7 % ↓	1.3 %
School % unauthorised absence Rothesay Academy		1.7 % ↓	

**Roads & Street Lighting**

	Target	Bute & Cowal	Council
% road area resurfaced/reconstructed - B&C	1.83 %	2.13 % <b>G</b> ↑	1.95 %
% road area surface treated - B&C	1.86 %	2.07 % <b>G</b> ↓	2.02 %
% Cat 1 road defects repaired timeously - B&C	90 %	100 % <b>G</b> →	96.0 %
Street lighting - % B&C faults repaired within 7 days	88 %	98 % <b>G</b> ↑	94 %

**Adult Care**

	Target	Bute and Cowal	Council
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	94.6 % <b>G</b> ↑	88.1 %
B&C - % of Older People receiving Care in the Community	80.0 %	78.5 % <b>R</b> ↑	76 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		2 ↑	10
B&C - Number of SM Clients		111 ↑	407
B&C - No of LD Cases		102 →	364
B&C - Total no of MH Clients		98 ↓	257

NEW

NEW

NEW

**Children and Families**

	Target	Bute and Cowal	Council
CA12 B&C - Total No LAAC		46 ↓	114
NEW CA17 B&C - No of External LAAC		2 ↓	9
CA25 B&C - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> →	100 %
CP5 B&C - No of Children on CPR		4 ↑	18
CP16a B&C - No of Children on CPR with a completed CP plan		4 ↑	13
NEW CABD53 B&C - Open Cases - children with disability		26 →	119

NEW

NEW