



**Argyll and Bute Council**  
**Comhairle Earra-Ghàidheal Agus Bhòid**

*Customer Services*  
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*4 December 2017*

**SUPPLEMENTARY PACK**

**BUTE AND COWAL AREA COMMITTEE, TIMBER PIER BUILDING, DUNOON, TUESDAY 5  
DECEMBER 2017, 10:00 AM**

I enclose herewith item 6. (Council Performance Reporting FQ2 2017/2018) Which is an updated report.

Douglas Hendry  
Executive Director of Customer Services

**'UPDATED ITEM'**

- 6. COUNCIL PERFORMANCE REPORTING FQ2 2017/18** (Pages 3 - 12)  
Report by Performance Management and Improvement Officer

**Bute and Cowal Area Committee**

Councillor Jim Anderson (Vice-Chair)	Councillor Gordon Blair
Councillor Jim Findlay	Councillor Audrey Forrest
Councillor Bobby Good (Chair)	Councillor Yvonne McNeilly
Councillor Jean Moffat	Councillor Alan Reid
Councillor Len Scoullar	

Contact: Andrea Moir, Senior Area Committee Assistant - 01369 708662

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**ARGYLL AND BUTE COUNCIL****BUTE AND COWAL AREA  
COMMITTEE****CUSTOMER SERVICES****5 DECEMBER 2017**

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**AREA SCORECARD FQ2 2017-18**

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**1 Background**

- 1.1 This paper presents the Area Scorecard and Report for financial quarters 1&2 of 2017-18 (April-September 2017).
- 1.2 The Scorecard and Report are being developed and commentary added as a new feature. Some success measures still require commentary. This is a new process and work with responsible officers is ongoing to embed the process.

**2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary where available.
- 2.2 The Area Committee are asked to note that work in ongoing to embed the new reporting process going forward.
- 2.3 The Area Committee are asked to comment on the content and format of the Scorecard and Report for possible improvements.

**Douglas Hendry**  
**Executive Director, Customer Services**

Jane Fowler  
Head of Improvement & HR

For further information, please contact:

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**Corporate Outcome - People live active, healthier and independent lives**

**CC26\_01-Number of new affordable homes completed per annum.**



**CC1 Affordable social sector new builds - B&C**



**Corporate Outcome - The economy is diverse and thriving**

**PR23\_03-Pre-application enquiries processed within 20 working days**



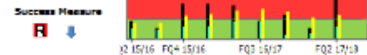
**% of Pre-App Enquiries Processed in 20 working days in B&C**



**Householder Planning Apps: Ave no of Weeks to Determine - ABC**



**Householder Planning Apps: Ave no of Weeks to Determine - B&C**



**Corporate Outcome - People live in safer and stronger communities**

**Dog fouling - A&B total complaints**



**Dog fouling - number of complaints B&C**



**Car Parking income to date**



**Car Parking income to date - B&C**



**A&B % community councils with emergency plan**



**B&C % community councils with emergency plan**



**LEAMS - Argyll and Bute monthly average**



**LEAMS - B&C Bute**



**LEAMS - B&C Cowal**

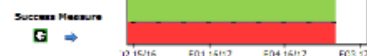


**Corporate Outcome - Education, skills and training maximises opportunities for all**

**% Positive destinations**



**HMIE positive School Evaluations - B&C Sec**



**Corporate Outcome - We have infrastructure that supports sustainable growth**

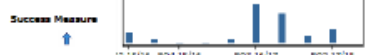
**No of Complaints ref Waste Collection**



**No of Complaints ref Waste Collection - B&C Bute**



**No of Complaints ref Waste Collection - B&C Cowal**



**RA24\_02-Percentage of waste recycled, composted and recovered.**



**Shanks - No of Tonnes of Waste Recycled, Composted & Recovered**



**RA14\_05-Percentage of street lighting repairs completed within 10 days.**



**Street lighting - % B&C faults repaired within 10 days**



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B&C Area Scorecard 2017-18								
Performance element	Status	Trend	FQ1 2017-18 Target	FQ1 2017-18 Actual	FQ2 2017-18 Target	FQ2 2017-18 Actual	Owner	Comments
<b>Corporate Outcome No 1 - People live active, healthier and independent lives</b>								
CC26_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑	7	7	30	30	Allan Brandie	Qtr 1 2017/18 During Quarter 1 there were 2 completions in the Glenshellach development in Oban. No further completions were anticipated during quarter 1. Qtr 4 2016/17 Data updated on Pyramid - 27/04/17. Final quarter 4 figures confirm the annual target exceeded by 40%. 154 completions against a target of 110.
CC1 Affordable social sector new builds - B&C (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	B&C FQ2 2017-18 No completions were scheduled for Q2. Negotiations for acquisition of 8 off-the-shelf units at Fairways, Ardenslate are ongoing but there has been some slippage between the Scottish Government, the private developer, and the RSL (ACHA). It is anticipated that the Scottish Government will take possession of the units and may be in a position to transfer these to the RSL in Q3 or Q4.

Performance element	Status	Trend	FQ1 2017-18 Target	FQ1 2017-18 Actual	FQ2 2017-18 Target	FQ2 2017-18 Actual	Owner	Comments
<b>Corporate Outcome No.2 - People live in safer and stronger communities</b>								
Car Parking income to date (StreetScene)	●	↑	£211,195	£205,718	£502,426	£590,760	Stuart Watson	Car Parking Income - FQ2 2017-18 Car parking income council wide has increased. This increase can be attributed to a variety of factors but it is believed that a more effective and visible on street presence is a factor.
Car Parking income to date - B&C (Streetscene B&C)	●	↑	£19,878	£17,897	£47,289	£34,223	Stuart Watson	Car Parking Income - B&C FQ2 2017-18 Car parking income for B&C is below anticipated target for FQ2 2017-18. However, income has increased on the same period last year (FQ2 20176-17), which was £32,453.
A&B % community councils with emergency plan (Civil Contingencies)	●	⇒	55 %	57 %	55 %	57 %	Carol Keeley	ABC FQ2 2017/18 Regular contact is made to encourage CC's and Community Groups to update and exercise existing plans. Those that have not responded are contacted regularly with the exception of those that do not wish to be contacted. Remaining kit bags in storage have been distributed across the Council area October 2017
B&C % community councils with emergency plan (Civil Contingencies)		⇒	80%	83 %	80%	83 %	Carol Keeley	B&C FQ2 2017-18  The two areas out of the twelve that do not have plans are: Ardentiny - last communication states that they are progressing with their plan. Cairndow - No information has been received from the community council despite regular contact with encouragement. Continue to encourage all to update and exercise plans. Island of Bute have particularly robust and active community resilience arrangements and are to be commended. Regular meetings, review of equipment prior to winter, assessment of emerging risks to the island and update of plan in partnership with the Bute Advice Centre, Council Incident Officers chaired by Richard Gorman. A perfect example of good practice.



Performance element	Status	Trend	FQ1 2017-18 Target	FQ1 2017-18 Actual	FQ2 2017-18 Target	FQ2 2017-18 Actual	Owner	Comments
Dog fouling - A&B total complaints (StreetScene)	●	↓	78	83	78	114	Tom Murphy	A&B Dog Fouling Complaints  Dog Fouling complaints had decreased during the middle part of the year from 52 in Jan to 25 in June, rising back up to 48 in Oct. Wardens will continue to follow up on complaints and rely on witness support to act upon reported cases. The Dept. will work with the Comms team to address the issue and provide clear information on the support needed to catch dog owners who fail to lift up after their dog. Area teams will target specific problem areas over the winter months and engage with community groups and schools to give advice on good dog management and ways to work with the council in getting the message out to the wider public. We have 4 Wardens on 12 month contracts in each area targeting Dog Fouling, Littering and Fly Tipping and they have been actively engaging with the public on these matters.
Dog fouling - number of complaints B&C (Streetscene B&C)		↓	27	19	27	46	Allan MacDonald (Streetscene)	B&C FQ2 2017-18  Wardens will continue to follow up on complaints and rely on good evidence and witness support to follow up on reported cases. The Dept. will work with the Comm's team to address the issue and provide the public with clear information on the support needed to catch dog owners who fail to lift their dog's mess.
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↓	75	79	75	79	Tom Murphy	LEAMS ABC FQ2 2017-18  Litter monitoring over the area has provided evidence to show that as a council we are meeting the criteria set out via Keep Scotland Beautiful in the main part and falling short where we find areas of weed and detritus evident on pavements. As a Department we will look to address this issue by better integration of Roads & Amenity staff focusing on weedkilling and removal of detritus from footpaths and cyclical cleaning in line with current schedules. Roads and Amenity Officers will invite KSB officers to discuss the 2017 annual report and advise on further actions where necessary.
LEAMS - B&C Cowal (Cleanliness Monitoring Systems)	●	↓	73	75	73	74	Allan MacDonald (Streetscene)	LEAMS Cowal  Monthly litter monitoring shows the Cowal area is achieving the national standard set at (73) the area scored 79 at the last inspection and is a good outcome for the area. we will continue to monitor the monthly scores and address any problem areas identified.
LEAMS - B&C Bute (Cleanliness Monitoring Systems)	●	↓	73	79	73	78	Allan MacDonald (Streetscene)	LEAMS Bute  Monthly litter monitoring continues to show Bute is achieving the national standards set (73) and is sitting on a score of 86 in Oct 17. this is a very outcome for the area and will continue to monitor the situation.

Performance element	Status	Trend	FQ1 2017-18 Target	FQ1 2017-18 Actual	FQ2 2017-18 Target	FQ2 2017-18 Actual	Owner	Comments
<b>Corporate Outcome No.3 - Children and young people have the best possible start</b>								
<b>Corporate Outcome No.4 - Education, skills and training maximises opportunities for all</b>								
% Positive destinations (Authority Data)			92.0 %	91.8 %	92.0 %	No Update Due	Eileen Kay	FQ2 2017-18 No update due for FQ2 2017-18 FQ1 2017/18 92.7% of young people sustained a positive destination six months after the initial leaver report from the 2015/16 leaver cohort. This is above the national Scottish figure of 91.4%
HMIE positive School Evaluations - by area Sec (Authority Data)			0%	0%	0%	0%	Maggie Jeffrey	FQ2 2017-18 No inspections were carried out. FQ1 2017-18 No inspections were carried out.
HMIE positive School Evaluations - B&C Sec (Authority Data)	●	⇒	0 %	0 %	0 %	0 %	Maggie Jeffrey	FQ2 2017-18 No inspections were carried out in FQ2 2017-18 FQ1 2017-18 No inspections were carried out in FQ1 2017-18

Performance element	Status	Trend	FQ1 2017-18 Target	FQ1 2017-18 Actual	FQ2 2017-18 Target	FQ2 2017-18 Actual	Owner	Comments
<b>Corporate Outcome No.5 - The economy is diverse and thriving</b>								
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↑	8.0 Wks	5.6 Wks	8.0 Wks	6.7 Wks	Peter Bain	FQ2 2017/18 Despite a reduction in performance during FQ2 from the previous period the time period for determination of householder planning applications remains well within the 8 week target and compares favourably to the national average (7.1 weeks) and the rural authorities benchmarking group (7 weeks)
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)	●	↓	8.0 Wks	6.6 Wks	8.0 Wks	11.6 Wks	Peter Bain	FQ2 2017/18 This local performance measure is based upon a small volume of applications and as such is easily skewed by determination of one or more long standing applications. During FQ2 one householder application was determined with an overall time period of 2 years and 2 months arising from delays outwith the control of officers in the submission of further information by the applicant. The Scottish Government allow such time periods to be recovered for their reporting purposes and in this respect it is noted that with such corrections applied the average time period for determination of householder applications in B&C would have been 7.2 weeks for FQ2
PR23_03-Pre-application enquiries processed within 20 working days (Planning Applications)	●	↓	75.0 %	74.6 %	75.0 %	72.4 %	Peter Bain	Pre-Application Performance There continues to be a significant year on year increase in pre-application submissions placing additional strain on decreasing resources. In 2016/17 the pre-app submission level was up 15.3% (an additional 177 enquiries) on the previous year. 2016/17 has also been a transitional year for DM with significant changes in key staff members at all professional levels of service provision. During this period delivery of timely pre-app responses has dipped below the service target of 75% but has in fact improved during FQ4 2016/17 (72.4%) and FQ 1 2017/18 (74.6%). The introduction of pre-app charging (Aug 2017) is expected to reduce demand for pre-app services and should make workloads more manageable, progress of pre-application submissions will continue to be monitored and micro-managed on a regular basis as part of individual officers work plans
% of Pre-App Enquiries Processed in 20 working days in B&C (Planning Applications)	●	↓	75.0 %	96.4 %	75.0 %	93.4 %	Peter Bain	FQ2 2017/18 Turnaround of pre-apps within B&C during FQ2 is above the target of 75% for the 3rd consecutive quarter

Performance element	Status	Trend	FQ1 2017-18 Target	FQ1 2017-18 Actual	FQ2 2017-18 Target	FQ2 2017-18 Actual	Owner	Comments
<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
								<b>FQ4 2016/17 Update</b>
RA14_05-Percentage of street lighting repairs completed within 10 days. (Street Lighting - Maintenance)			75 %		75 %		Lyndis Davidson	The team have again been hampered by resource issues and the increased demand that accompanies the winter months. Although overall performance for the quarter is similar to FQ3, the performance in February and March has improved. The Christmas lights have now been taken down and there has been an opportunity to clear some of the backlog. Some more complex repairs which have been outstanding for several months have now been completed and in general performance is improving.
Street lighting - % B&C faults repaired within 7 days (Street Lighting - Maintenance)			75 %		75 %		Lyndis Davidson	
No of Complaints ref Waste Collection (StreetScene)		⇓	No Target	17	No Target	14	Tom Murphy	
No of Complaints ref Waste Collection - B&C Bute (Streetscene B&C)		⇒	No Target	1	No Target	1	Allan MacDonald (Streetscene)	FQ2 2017-18 - No of Complaints ref Waste Collection - B&C Bute Only one complaint were registered with regards to the waste collections service on the Island of Bute. This demonstrates the high quality service being provided by the local staff. FQ1 2017-18 - No of Complaints ref Waste Collection - B&C Bute FQ1 A number of two complaints were registered with regards to the waste collections service on the Island of Bute. This demonstrates the high quality service being provided by the local staff.
No of Complaints ref Waste Collection - B&C Cowal (Streetscene B&C)		↑	No Target	2	No Target	4	Allan MacDonald (Streetscene)	FQ1 2017-18 - No of complaints ref Waste Collection - B&C Cowal No complaints were recorded in the Cowal area during the FQ1 period, given the scale of the general waste and recycling collections, this is an excellent achievement. FQ2 2017-18 - No of Complaints ref Waste Collection - B&C Cowal A number of four complaints were received with regards to the waste collections service during the FQ2 period in the Cowal area. Receiving only four complaints given the scale of the operation, demonstrates the high quality service being provided by the local staff.
RA24_02-Percentage of waste recycled, composted and recovered. (Waste Management Performance)	●	↑	40.0 %	45.6 %	40.0 %	49.3 %	Jim Smith	Percentage of waste recycled ,composted and recovered 49.3% recycled ,composted and recovered in Q2 (35.4% recycled/composted and 13.9% recovered) Percentage of waste recycled ,composted and recovered 45.6% recycled ,recovered and composted in Q1 (33% recycling/composting and 12.6% recovery) .
Shanks - No of Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	4,616 Tonnes	No Target	4,707 Tonnes	Alan Millar	Shanks Totals - FQ2 2017-18 50.9% recycling ,composting and recovery in Q2 (32.1% recycling/composting and 18.8% recovery)