

**1 Background**

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 3 of 2015-16 (October - December 2015). 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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<b>Education</b>			<i>Target</i>	<i>Bute &amp; Cowal</i>	<i>Council</i>
% positive destinations	Dunoon Grammar	ACY 14/15		95 % 	93.1 %
% positive destinations	Rathesay Academy	ACY 14/15		96 % 	
HMIE positive School Evaluations - B&C Sec			75 %	100 %  	100 %
School % unauthorised absence	Dunoon Grammar			2.9 % 	1.4 %
School % unauthorised absence	Rathesay Academy			1.5 % 	
National 4 % pass rate	Dunoon Grammar	ACY 14/15		87.40 %	94.70 %
National 4 % pass rate	Rathesay Academy	ACY 14/15		93.60 %	
National 5 % pass rate	Dunoon Grammar	ACY 14/15		81.80 %	74.80 %
National 5 % pass rate	Rathesay Academy	ACY 14/15		77.90 %	
New Higher % pass rate	Dunoon Grammar	ACY 14/15		78.50 %	76.80 %
New Higher % pass rate	Rathesay Academy	ACY 14/15		74.10 %	
<b>Roads &amp; Street Lighting</b>			<i>Target</i>	<i>Bute &amp; Cowal</i>	<i>Council</i>
% road area resurfaced/reconstructed - B&C			1.68 %	2.08 %  	1.95 %
% road area surface treated - B&C			1.14 %	3.57 %  	13.42 %
% Cat 1 road defects repaired timeously - B&C				94 % 	90.9 %
Street lighting - % B&C faults repaired within 7 days			88 %	93 %  	89 %
<b>Economy</b>			<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
% of Pre-App Enquiries Processed in 20 working days in B&C			75.0 %	56.7 %  	82.2 %
Householder Planning Apps: Ave no of Weeks to Determine - B&C			8.0 Wks	6.6 Wks  	6.3 Wks
All Local Planning Apps: Ave no of Weeks to Determine - B&C			11.0 Wks	9.3 Wks  	9.3 Wks
CC1 Affordable social sector new builds - B&C				0 	0
No. of All Local Planning Apps determined in B&C				35 	203

<b>Adult Care</b>	<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	88.0 % <b>G</b> ↓	81.3 %
B&C - % of Older People receiving Care in the Community	80.0 %	76.9 % <b>R</b> ↑	75 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		1 ↓	9
B&C - Number of SM Clients		125 ↓	427
B&C - No of LD Cases		110 ↑	369
B&C - Total no of MH Clients		83 ↓	242
<b>Children and Families</b>	<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
CA12 B&C - Total No LAAC		47 ↓	117
CA17 B&C - No of External LAAC		2 ↔	5
CA25 B&C - % Reviews of LAAC Convened within Timescales	85 %	97 % <b>G</b> ↑	97 %
CP5 B&C - No of Children on CPR		9 ↓	32
CP16a B&C - No of Children on CPR with a completed CP plan		9 ↓	32
CABD53 B&C - Open Cases - children with disability		50 ↑	131
<b>Environment</b>	<i>Target</i>	<i>Bute &amp; Cowal</i>	<i>Council</i>
Car Parking income to date - B&C	£ 65,759	£ 51,148 <b>R</b>	
Dog fouling - number of complaints B&C	27	30 <b>R</b> ↑	45
Dog fouling - number of fines issued B&C	1	1 ↓	1
LEAMS - B&C Cowal	73	73 <b>G</b> ↓	79
LEAMS - B&C Bute	73	77 <b>G</b> ↓	
No of Complaints ref Waste Collection - B&C Bute		0 ↔	3
No of Complaints ref Waste Collection - B&C Cowal		1 ↓	

Success Measure	Target FQ3 15/16	Actual FQ3 15/16	Traffic Light	Trend	Comments
Argyll & Bute % Positive destinations	92.4%	93.1%	Green		The initial School Leaver Destination Return (SLDR) for session 2014/15 was published on Wednesday 16th December 2015. The data is based on young people who left school during the period 1/08/14 to 15/09/15. The count day was Monday 5th October 2015. ABC recorded its highest initial SLDR since records began with 93.1% moving into a positive destination post school, slightly higher than the national Scottish average of 92.9%. This is an increase for Argyll and Bute Council of 2.1% from the period 2013/14. Please note: there are a number of variables that impact on the chosen destination route of our young people, such as opportunities available locally, academic ability level, financial commitment required from parents, as well as young people's personalisation and choice in choosing their own career path. This creates fluctuations around the percentage of leavers entering each post school category.
Dunoon Grammar School % positive destinations					Dunoon's positive destinations have increased by 7.1% since 2013/14.
Rothesay Academy % positive destinations					Rothesay Academy reported a 6% increase in initial positive destinations during the period 2014/15.
HMIE positive School Evaluations - B&C Sec	75%	100%	Green	Constant	No HMI Inspections were published during quarter 3.
AC1 - % of Older People receiving Care in the Community	80%	75%	Red	Descending	No commentary in Pyramid
B&C - % of Older People receiving Care in the Community	80%	77%	Red	Ascending	No commentary in Pyramid

Success Measure	Target FQ3 15/16	Actual FQ3 15/16	Traffic Light	Trend	Comments
CC1 Affordable social sector new builds	0	0	Green	Descending	No completions scheduled for this quarter
% Cat 1 road defects repaired timeously	90%	91%	Green	Descending	No of Cat 1 defects reported – 55 No. No of Cat 1 defects completed within the allocated period – 50 No. The overall percentage of Cat 1 defects attended to within the allocated 5 day time period remains at a high level of 91% (94% last quarter). The overall number of Cat 1 defects reported in the third Quarter (55 No.) has fallen from that reported in the second Quarter of 66 No. However, the number of Cat 1 defects reported for Q3 last year was 31. Figures for the Areas are as follows:- Bute and Cowal – 94% Helensburgh and Lomond – 82% Mid Argyll, Kintyre and Islay – 91% Oban Lorn and the Isles - 100%
LEAMS - B&C Bute	73	77	Green	Descending	The very high level of performance over the FQ3 period remains consistent for the Bute operation. This level of performance over the period was October 81, November 77 and December 74, this is a very good level of performance.
LEAMS - B&C Cowal	73	73	Green	Descending	The level of street cleanliness performance over the FQ3 period, remains of a good standard, the months of October and November were 76 and 73 respectively, December dropped to 71, this was due to a combination of factors such as annual leave and the high winds causing the service to be more reactive in dealing with storm debris washed up, fallen trees, etc.
Car Parking income to date - B&C	£65,759	£51,148	Red	Ascending	The level of income remains below the targeted projection, however, the recovery is showing a big improvement from previous years. Discussions are on-going on how to further utilise resources within Roads and Amenity Services to improve enforcement efficiently.

<b>Success Measure</b>	<b>Target FQ3 15/16</b>	<b>Actual FQ3 15/16</b>	<b>Traffic Light</b>	<b>Trend</b>	<b>Comments</b>
No of Complaints ref Waste Collection - B&C Bute		0		Constant	No complaints have been registered with regards to the waste collections service on the Island of Bute. This is an exceptional record and a credit to the workforce on the island.
No of Complaints ref Waste Collection - B&C Cowal		1		Descending	Only one complaint was registered in the Cowal area during the FQ3, given the scale of the general waste and recycling collections, this is an excellent achievement.
% of Pre-App Enquiries Processed in 20 working days in B&C	75%	57%	Red	Descending	No commentary in Pyramid
Dog fouling - number of complaints B&C	27	30	Red	Ascending	The number of complaints over the period for the Bute and Cowal totalled 30, with months of November and December having 9 complaints recorded in each calendar month. This is an improvement, however, efforts will continue to deal with this issue. The area technical officer and local warden will continue to assess the areas of complaints and step up patrols to deal with the problem locations. This will ensure a more visible presence to act as a deterrent and also to educate members of the public. Amenity Services are attempting to encourage the general public and community groups to assist in the enforcement of dog fouling by providing details without their identity being known. This is proving to be a long and difficult process. However, the service will continue to engage with all partners in an attempt to deal with this problem.
Dog fouling - number of fines issued B&C		1		Descending	Only one fine were issued over the FQ3 period, the difficulty in issuing fines, is that the owner must be caught no cleaning up after their dog or that Amenity Services require accurate information from community partners. The work continues to have partners work more closely with the Council on this issue.