

1 Background

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 4 of 2015-16 (January - March 2016). 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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Education			<i>Target</i>	<i>Bute & Cowal</i>	<i>Council</i>
% positive destinations	Dunoon Grammar	ACY 14/15		95 % 	93.1 %
% positive destinations	Rothesay 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	Rothesay Academy			1.5 % 	
National 4 % pass rate	Dunoon Grammar	ACY 14/15		87.40 %	94.70 %
National 4 % pass rate	Rothesay Academy	ACY 14/15		93.60 %	
National 5 % pass rate	Dunoon Grammar	ACY 14/15		81.80 %	74.80 %
National 5 % pass rate	Rothesay Academy	ACY 14/15		77.90 %	
New Higher % pass rate	Dunoon Grammar	ACY 14/15		78.50 %	76.80 %
New Higher % pass rate	Rothesay Academy	ACY 14/15		74.10 %	
Roads & Street Lighting			<i>Target</i>	<i>Bute & 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				93 % 	91.9 %
Street lighting - % B&C faults repaired within 7 days			88 %	86 %  	88 %
Economy			<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 %	68.2 %  	76.5 %
Householder Planning Apps: Ave no of Weeks to Determine - B&C			8.0 Wks	10.5 Wks  	6.7 Wks
All Local Planning Apps: Ave no of Weeks to Determine - B&C			12.0 Wks	13.2 Wks  	10.3 Wks
CC1 Affordable social sector new builds - B&C			8	8  	10
No. of All Local Planning Apps determined in B&C				38 	242

Adult Care	<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 %	85.9 % G ↓	79.0 %
B&C - % of Older People receiving Care in the Community	80.0 %	77.9 % R ↑	76 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		2 ↑	8
B&C - Number of SM Clients		154 ↑	467
B&C - No of LD Cases		112 ↑	372
B&C - Total no of MH Clients		93 ↑	268
Children and Families	<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
CA12 B&C - Total No LAAC		49 ↑	111
CA17 B&C - No of External LAAC		3 ↑	5
CA25 B&C - % Reviews of LAAC Convened within Timescales	85 %	97 % G ↓	91 %
CP5 B&C - No of Children on CPR		12 ↑	27
CP16a B&C - No of Children on CPR with a completed CP plan		12 ↑	27
CABD53 B&C - Open Cases - children with disability		52 ↑	124
Environment	<i>Target</i>	<i>Bute & Cowal</i>	<i>Council</i>
Car Parking income to date - B&C	£ 76,905	£ 63,897 R	£ 827,164
Dog fouling - number of complaints B&C	27	45 R ↓	119
Dog fouling - number of fines issued B&C	3	3 ↑	4
LEAMS - B&C Cowal	73	77 G ↑	80
LEAMS - B&C Bute	73	80 G ↑	
No of Complaints ref Waste Collection - B&C Bute		0 →	4
No of Complaints ref Waste Collection - B&C Cowal		0 ↓	

Success Measure	Target FQ4 15/16	Actual FQ4 15/16	Traffic Light	Trend	Comments
HMIE positive School Evaluations - B&C Secondary	75%	100%	Green	Constant	No HMI inspections were published during quarter 4. (fourth consecutive quarter)
No of External LAAC	Council = 5	3	Green	Ascending	The trend lines reflects an improved position on last year. Caring for and supporting our looked after children within Argyll and Bute offers the best outcomes whilst also making the most effective use of our available resources. The improvements within our children's houses and fostering services have supported this.
B&C - % of Older People receiving Care in the Community	80%	78%	Red	Ascending	No commentary in Pyramid
All Local Planning Apps: Ave no of Weeks to Determine - B&C	12 weeks	13.2 weeks	Red	Descending	All 3 Planning Indicators are below target this quarter. The % of Pre-Apps processed in 20 working days is 7% below target whilst the average timescale to deal with 'Household Applications' and 'All Applications' is 2.5 weeks and 1.2 weeks is above target, respectively. The dip in performance is disappointing and particularly out of character – particularly for the headline 'average number of weeks to determine all local planning
Householder Planning Apps: Ave no of Weeks to Determine - B&C	8 weeks	10.5 weeks	Red	Descending	

Success Measure	Target FQ4 15/16	Actual FQ4 15/16	Traffic Light	Trend	Comments
<p>% of Pre-App Enquiries Processed in 20 working days in B&C</p>	<p>75%</p>	<p>68%</p>	<p>Red</p>	<p>Ascending</p>	<p>applications'. For the past year and a half the team have delivered performance well within target.</p> <p>The B&C Planning Team are currently in a transitional phase with new management being appointed this quarter on 10th February (David Love) and restructure of Enforcement Team which is operating with less staff following Budget Decision / Service Choices in February. The team are also dealing with a minor backlog of applications following an unforeseen long term absence.</p> <p>David Love is settling in well and FQ1 statistics corroborate this. Quarter to date figures already show all targets are now being met again = 100% approval rate, 77% of pre-apps determined within 20 days (75% Target) and All local applications dealt with in 10.4 weeks (12 week target). We expect this to continue and deliver on target performance for FQ1 2016/17.</p> <p>The member of staff who was absent has also returned to work in full capacity.</p> <p>David Love is keen meet any B&C Members in person to discuss performance or individual Planning matters</p>

Success Measure	Target FQ4 15/16	Actual FQ4 15/16	Traffic Light	Trend	Comments
% Cat 1 road defects repaired timeously – A&B	90%	92%	Green	Ascending	The overall percentage of Cat 1 defects attended to within the allocated 5 day time period remains at a high level of 91.9% (90.9% last quarter). The overall number of Cat 1 defects reported in the fourth quarter of (55) although an increase since the last quarter, is reasonably low for a winter period. This may be reflective of the milder weather conditions experienced over the recent winter period, or perhaps a general overall improvement in road condition. Figures for the Areas are as follows:- Bute and Cowal – 93% Helensburgh and Lomond – 90% Mid Argyll, Kintyre and Islay – 94% Oban Lorn and the Isles - 100%
Street lighting - % B&C faults repaired within 7 days	88%	86%	Red	Descending	One of our Helensburgh based electricians is working 4 days a week in the B&C area allowing a faster response to reactive repairs
Car parking income to date – B&C	£76,905	£63,897	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 improvement enforcement efficiently.
Dog fouling - number of complaints B&C	27	45	Red	Descending	We will continue to work with community groups to address the issue of dog fouling - we will also work with the local media via written press, council web team and local radio to highlight the issue and raise awareness during the summer months - this will be linked to the Keep Scotland Beautiful campaign on this issue.