ARGYLL AND BUTE COUNCIL

BUTE & COWAL AREA COMMITTEE

CUSTOMER SERVICES

2nd August 2016

AREA SCORECARD FQ1 2016-17

1 Background

1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 1 of 2016-17 (April - June 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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Bute and Cowal Area Scorecard

FQ1 16/17

Education	Target	Bute & Cowal	Council			
% positive destinations Dunoon Grammar ACY 14/15		95 % 👚	02.7.0/			
% positive destinations Rothesay Academy ACY 14/15		96 % 👚	92.7 %			
HMIE positive School Evaluations - B&C Sec		100 % ⇒	100 %			
School % unauthorised absence Dunoon Gramm	nar	2.9 % 👚				
School % unauthorised absence Rothesay Acade	my	1.5 %	1.4 %			
National 4 % pass rate Dunoon Grammar ACY 14/15		87.40 %				
National 4 % pass rate Rothesay Academy ACY 14/15		93.60 %	94.70 %			
National 5 % pass rate Dunoon Grammar ACY 14/15		81.80 %				
National 5 % pass rate Rothesay Academy ACY 14/15		77.90 %	74.80 %			
New Higher % pass rate Dunoon Grammar ACY 14/15		78.50 %				
New Higher % pass rate Rothesay Academy ACY 14/15		74.10 %	76.80 %			
Roads & Street Lighting	Target	Bute & Cowal	Council			
% 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	100 % 👚	81.6 %				
Street lighting - % B&C faults repaired within 7 days	88 %	85 % 🖪 🦺	91 %			
Economy	Target	Bute and Cowal	Council			
% of Pre-App Enquiries Processed in 20 working days in B&C	75.0 %	80.3 % 🕒 🕆	80.7 %			
Householder Planning Apps: Ave no of Weeks to Determine - B&C	8.0 Wks	10.5 Wks R ⇒	6.9 Wks			
All Local Planning Apps: Ave no of Weeks to	12.0 Wks	14.5 Wks Ŗ 🦺	11.5 Wks			
CC1 Affordable social sector new builds - B&C	0	0 🖪 🖡	0			
No. of All Local Planning Apps determined in B&C	47 👚	270				

Adult Care	Target	Bute and Cowal	Council
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	93.8 % 🔁 🕆	91.2 %
B&C - % of Older People receiving Care in the Community	80.0 %	77.3 % 🖪 🔱	76 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		3 👚	9
B&C - Number of SM Clients		156 👚	458
B&C - No of LD Cases		111 👢	373
B&C - Total no of MH Clients		84 🔱	233
Children and Families	Target	Bute and Cowal	Council
CA12 B&C - Total No LAAC		48 👢	109
CA17 B&C - No of External LAAC		4 👚	7
CA25 B&C - % Reviews of LAAC Convened within Timescales	85 %	92 % 🕒 🔱	90 %
CP5 B&C - No of Children on CPR		10 👢	29
CP16a B&C - No of Children on CPR with a completed CP plan		10 👢	29
CABD53 B&C - Open Cases - children with disability		56 👚	132
Environment	Target	Bute & Cowal	Council
Car Parking income to date - B&C	£ 18,978	£ 12,553 🔣	£ 238,029
Dog fouling - number of complaints B&C	27	31 👚	112
Dog fouling - number of fines issued B&C	1	1	1
LEAMS - B&C Cowal	73	77 🖪 🕆	80
LEAMS - B&C Bute	73	75 🖪 🔱	80
No of Complaints ref Waste Collection - B&C Bute		2 👚	6
No of Complaints ref Waste Collection - B&C Cowal		0 👄	0

Success Measure	Target FQ1 16/17	Actual FQ1 16/17	Traffic Light	Trend	Comments
B&C - % of Older People receiving Care in the Community	80%	77%	Red	Descending	Cowal May 16 - Our Balance of Care has dipped due to the continued use of step down beds in order to facilitate discharges from hospital. This is to be expected until step down is fully embedded in our reablement model.
Cowal - % of Older People receiving Care in the Community - In Year	80%	97%	Green	Ascending	Delighted that we continue to be on target and it is all down to the diligent work of our staff We need to ensure we can sustain this to support those in need in our community.
B&C - No of LD Cases		111		Descending	There has been a steady increase in trend over the last year with a recent plateau from March - April 16
% Positive destinations	90%	92.7%	Green	Descending	The follow up School Leaver Destination Return (SLDR) for session 2014/15 was published June 2016. The data is based on young people who left school during the period 1/08/14 to 15/09/15 and records their sustained destination 6 months after the initial report and followed up 903 young people from the original 909 cohort. Argyll and Bute Council recorded its highest follow-up SLDR since records began with 92.7% moving into a positive destination post school. This is an increase for Argyll and Bute Council of 1.2% 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.
% positive destinations – Dunoon Grammar		94.6%			The number of young people in a positive destination in the follow-up SLDR for 2014/15 cohort shows DGS recorded a
School					slight decrease from the initial 95.3% to 94.6%

Success Measure	Target FQ1 16/17	Actual FQ1 16/17	Traffic Light	Trend	Comments
% positive destinations – Rothesay Academy		82.9%			The number of young people in a positive destination in the follow-up SLDR for 2014/15 cohort shows Rothesay Academy dropped from their initial 96.1% to 82.9%. Discussions are ongoing with Skills Development Scotland to ensure those young people who have moved into a negative destination are appropriately supported. From initial feedback a number of young people were unable to continue with their further/higher education course at West College Scotland due to the disruption to the ferries which caused problems when trying to attend classes at the Greenock campus.
HMIE positive School Evaluations - B&C Sec		100%		Constant	No inspections were carried out during Quarter 1. [same comment for 5 consecutive financial quarters]
All Local Planning Apps: Ave no of Weeks to Determine - B&C	12 weeks	14.5 weeks	Red	Descending	No commentary in Pyramid
Householder Planning Apps: Ave no of Weeks to Determine - B&C	8 weeks	10.5 weeks	Red	Constant	No commentary in Pyramid
Street lighting - % B&C faults repaired within 7 days	88%	85%	Red	Descending	No commentary in Pyramid
Car Parking income to date - B&C	£18,978	£12,553	Red		No commentary in Pyramid