

**1 Background**

- 1.1 This paper presents the Area Scorecard, with performance for financial quarter 2 of 2016-17 (July - September 2016). Where commentary has been entered in Pyramid, it is included here.
- 1.2 The Health & Social Care Partnership is no longer reporting the adult care in-year data for the balance of care (care in the community versus care in a residential setting). This will therefore be removed from the Area scorecard following this reporting period.

**2 Recommendations**




















- 2.1 It is recommended that the Area Committee notes the 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 % 	92.7 %
% positive destinations	Rothesay Academy	ACY 14/15		96 % 	
HMIE positive School Evaluations - B&C Sec			0 %	0 %  	0 %
School % unauthorised absence	Dunoon Grammar			2.8 % 	1.7 %
School % unauthorised absence	Rothesay Academy			4.5 % 	
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 %	
<b>Roads &amp; Street Lighting</b>			<i>Target</i>	<i>Bute &amp; Cowal</i>	<i>Council</i>
% road area resurfaced/reconstructed - B&C				1.16 % 	0.38 %
% road area surface treated - B&C				2.77 % 	6.09 %
% Cat 1 road defects repaired timeously - B&C			90 %		91.9 %
Street lighting - % B&C faults repaired within 7 days			88 %	92 %  	88 %
<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 %	81.8 %  	84.3 %
Householder Planning Apps: Ave no of Weeks to Determine - B&C			8.0 Wks	10.2 Wks  	7.6 Wks
All Local Planning Apps: Ave no of Weeks to Determine - B&C			12.0 Wks	12.9 Wks  	10.5 Wks
CC1 Affordable social sector new builds - B&C			0	0  	51
No. of All Local Planning Apps determined in B&C				35 	228

<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 %		
B&C - % of Older People receiving Care in the Community	80.0 %	77.6 % <b>R</b> ↓	75 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		2 ↓	5
B&C - Number of SM Clients		164 ↑	474
B&C - No of LD Cases		110 ↓	372
B&C - Total no of MH Clients		83 ↓	277
<b>Children and Families</b>	<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
CA12 B&C - Total No LAAC		49 ↑	116
CA17 B&C - No of External LAAC		4 →	8
CA25 B&C - % Reviews of LAAC Convened within Timescales	85 %		
CP5 B&C - No of Children on CPR		15 ↑	34
CP16a B&C - No of Children on CPR with a completed CP plan		9 ↓	24
CABD53 B&C - Open Cases - children with disability		57 ↑	124
<b>Environment</b>	<i>Target</i>	<i>Bute &amp; Cowal</i>	<i>Council</i>
Car Parking income to date - B&C	£ 49,282	£ 32,453 <b>R</b>	£ 509,944
Dog fouling - number of complaints B&C	27	36 <b>R</b> ↓	75
Dog fouling - number of fines issued B&C	2	2 ↑	4
LEAMS - B&C Cowal	73	76 <b>E</b> ↓	78
LEAMS - B&C Bute	73	77 <b>E</b> ↑	
No of Complaints ref Waste Collection - B&C Bute		1 ↓	16
No of Complaints ref Waste Collection - B&C Cowal		1 ↑	

<b>Success Measure</b>	<b>Target FQ2 16/17</b>	<b>Actual FQ2 16/17</b>	<b>Traffic Light</b>	<b>Trend</b>	<b>Comments</b>
Car Parking income to date - B&C	£49,282	£32,453	Red	Ascending	There has been a drop in car parking income across most of Argyll in FQ2, and there is no specific reason for this. Several of the older ticket machines have been out of order in the Dunoon area recently. We will shortly be replacing some of these which may help bring the income figure back on target.
% HMIE positive School Evaluations Secondary	75%	100%	Green	Constant	No inspections carried out during this period.
CC1 Affordable social sector new builds	51	51	Green	Ascending	On target to achieve the target of 110 completions before the year end (31/03/17)
B&C - % of Older People receiving Care in the Community	80%	78%	Red	Descending	(FQ1) Bute and Cowal continues to improve and is again above the A&B average. New ECCT team leads are now on Bute and anticipate an increase in support to ensure a more robust process in data collection over the next 6 months.
All Local Planning Apps: Ave no of Weeks to Determine - B&C	12 weeks	12.9 weeks	Red	Ascending	Two of the three Planning indicators are below target. Indicator 'Average No of weeks to Determine Local Applications' has only missed target by a small portion – 0.9 of a week. This performance whilst still marginally short of target is an improvement from the last 2 quarters. This scale of application was on average determined 1 ½ weeks quicker than last quarter. Similarly, the Indicator relating to 'Household Applications' is also improved from the past 2 quarters. My commentary from FQ4 2015/16 outlined that the team were in a transitional position having a reduced number of staff following budget reduction and new Area Team Manager (David Love) being appointed. This quarter is only the new team's 2nd full quarter together and the performance is moving in the correct direction – albeit still slightly behind target. The time taken to deal with planning applications should not be

Success Measure	Target FQ2 16/17	Actual FQ2 16/17	Traffic Light	Trend	Comments
					the sole performance marker for Planning. Indeed more qualitative factors such as developer confidence, quality of buildings on the ground and state of the environment underpin successful Planning outcomes. The department have a 97% approval rate for this quarter demonstrating an 'open for business' attitude. The 3rd indicator relating to pre-application enquiries is 7% ahead of target.
Householder Planning Apps: Ave no of Weeks to Determine - B&C	8 weeks	10.2 weeks	Red	Ascending	See above
Dog fouling - number of complaints B&C	27	36	Red	Descending	The warden service will follow up complaints when received and information provides sufficient grounds for actions. We continue to look for support from community groups and will work with the council's communication team on a council wide campaign along with Keep Scotland Beautiful on best way to tackle the issue around dog fouling.