

1 Background

- 1.1 This paper presents the Area Scorecard, with performance for financial quarter 3 of 2016-17 (October – December 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 performance presented on the Scorecard.

Douglas Hendry
Executive Director, Customer Services

Jane Fowler
Head of Improvement & HR

For further information, please contact:

David Clements
Improvement and Organisational Development Programme Manager
(Improvement and Performance Management)
01546 604205

Education			<i>Target</i>	<i>Bute & 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 15/16		93.83 % 	94.70 %
National 4 % pass rate	Rothesay Academy	ACY 15/16		93.01 % 	
National 5 % pass rate	Dunoon Grammar	ACY 15/16		82.53 % 	74.80 %
National 5 % pass rate	Rothesay Academy	ACY 15/16		64.45 % 	
New Higher % pass rate	Dunoon Grammar	ACY 15/16		80.71 % 	76.80 %
New Higher % pass rate	Rothesay Academy	ACY 15/16		71.61 % 	
Roads & Street Lighting			<i>Target</i>	<i>Bute & 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 %	78 % 	96.9 %
Street lighting - % B&C faults repaired within 7 days			88 %	85 %  	42 %
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 %	74.1 %  	72.2 %
Householder Planning Apps: Ave no of Weeks to Determine - B&C			8.0 Wks	7.7 Wks  	7.6 Wks
All Local Planning Apps: Ave no of Weeks to Determine - B&C			12.0 Wks	10.7 Wks  	13.0 Wks
CC1 Affordable social sector new builds - B&C			17	17  	47
No. of All Local Planning Apps determined in B&C				47 	224

Adult Care	<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
B&C - % of Older People receiving Care in the Community	80.0 %	76.5 % R ↓	75 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		2 →	8
B&C - Number of SM Clients		176 ↑	487
B&C - No of LD Cases		109 ↓	371
B&C - Total no of MH Clients		83 →	265
Children and Families	<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
CA12 B&C - Total No LAAC		48 ↓	109
CA17 B&C - No of External LAAC		4 →	9
CA25 B&C - % Reviews of LAAC Convened within Timescales	85 %	83 % R ↓	88 %
CP5 B&C - No of children on CPR		12 ↓	33
CP16a B&C - No of Children on CPR with a completed CP plan		11 ↑	29
CABD53 B&C - Open Cases - children with disability			
Environment	<i>Target</i>	<i>Bute & Cowal</i>	<i>Council</i>
Car Parking income to date - B&C	£ 65,759	£ 49,383 R	£ 663,554
Dog fouling - number of complaints B&C	27	46 R ↓	79
Dog fouling - number of fines issued B&C	1	1 ↓	1
LEAMS - B&C Cowal	73	71 R ↓	77
LEAMS - B&C Bute	73	74 G ↓	
No of Complaints ref Waste Collection - B&C Bute		7 ↑	74
No of Complaints ref Waste Collection - B&C Cowal		12 ↑	

Success Measure	Target FQ3 16/17	Actual FQ3 16/17	Traffic Light	Trend	Comments
% Cat 1 and Cat 2 road defects repaired timeously	90%	97%	Green	Ascending	The overall percentage of Cat 1 defects attended to within the allocated 5 day time period remains at a high level of 97% The overall number of Cat 1 defects reported in the third quarter of (65) although an increase since the last quarter, is reasonably low for a winter period. Figures for the Areas are as follows:- Bute and Cowal – 90% Helensburgh and Lomond – 100% Mid Argyll, Kintyre and Islay – 100% Oban Lorn and the Isles - 100%
% Cat 1 road defects repaired timeously - B&C	90%	78%	Red	Descending	No commentary in Pyramid.
% Positive destinations	92%	94.2%	Green	Constant	<p>A new approach that brings greater clarity and consistency for users of school leavers' statistics and a clearer picture of the destinations of Scotland's school leavers is being introduced.</p> <p>The decision has been made by Scottish Government and Skills Development Scotland to streamline and reduce the number of different publications and statistics. SDS will now focus on the publication of the annual Participation Measure every August - showing all 16-19 year olds participating in education (including secondary senior phase), training and employment.</p> <p>The Participation measure for Argyll and Bute as of August 2016 was 94.2% against the Scottish average of 90.4% - placing us in fifth place out of the 32 local authorities. The first public release of initial school leaver destinations for 2015/16, including the local authority information will be published March 2017 - schools and local authorities will have access to their initial leaver destinations through INSIGHT data published February 2017.</p>
Car Parking income to date - B&C	£65,759	£49,383	Red		There has been a drop in car parking income across most of Argyll, 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.

Success Measure	Target FQ3 16/17	Actual FQ3 16/17	Traffic Light	Trend	Comments
Affordable social sector new builds B&C	17	17	Green	Constant	New Affordable Homes Completed Oct - Dec 2016: 10 @ Glenshellach, Oban, 10 @ Connel, 10 @ Islay and 17 @ St Cuthbert's, Dunoon
Dog fouling - number of complaints B&C	27	46	Red	Ascending	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.
HMIE positive School Evaluations - B&C Sec	0%	0%	Green	Constant	No inspections carried out during this quarter