

Appendix 2

B&C Area Scorecard FQ3 2017-18

Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - B&C (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	<p>FQ3 2017/18 - B&C Negotiations ongoing re the 8 units at Ardenslate, Dunoon. Scottish Government has now taken possession but is required to offer these at auction - ACHA may be able to acquire these but process is not straightforward.</p> <p>FQ2 2017/18 -B&C No completions were scheduled for Q2. Negotiations for acquisition of 8 off-the-shelf units at Fairways, Ardenslate are ongoing but there has been some slippage between the Scottish Government, the private developer, and the RSL (ACHA). It is anticipated that the Scottish Government will take possession of the units and may be in a position to transfer these to the RSL in Q3 or Q4.</p>
CC26_01-Number of new affordable homes completed per annum. (Housing Services)	●	↓	30	30	20	20	Allan Brandie	<p>FQ3 2017/18 - A&B Bute and Cowal: Negotiations ongoing re 8 units at Ardenslate, Dunoon. SG has now taken possession but is required to offer these at auction - ACHA may be able to acquire these but process is not straightforward.</p> <p>Helensburgh & Lomond: No completions currently scheduled for completions Oban, Lorn and the Isles There were 20 completions in total this quarter. All within the Oban, Lorn and the Isles area. All completed projects delivered by ACHA: Coll - 2 units completed October; Glenshellach, Oban - 8 units in November; Connel Phase 3 - 10 units handed over 1st December. Mid Argyll, Kintyre & Islay: No completions scheduled for Quarter 3. Minard & Lochgilphead projects remain scheduled for completion during Quarter 4. Summary: On the above basis, the annual Local Housing Strategy target of 100 completions is unlikely to be achieved this year, However, work is progressing with the Strategic Housing Investment Plan Group to maximise spend within the Affordable Housing Supply Programme and deliver cumulative targets in future years.</p> <p>FQ2 2017/18 - A&B During Quarter 2 there were 12 completions at the West Highland Housing Association Benderloch development and a further 18 completions at their Port Ellen development.</p>

Appendix 2

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Corporate Outcome No.2 - People live in safer and stronger communities								
Car Parking income to date - B&C (Streetscene B&C)	●	↑	£47,289	£34,223	£63,436	£56,021	Stuart Watson	<p>FQ3 2017-18 - B&C Car parking income for B&C is above the anticipated target for FQ3 2017-18 which is £16,147. The income is also higher than the same period last year (FQ3 2017-17), which was £16,930.</p> <p>FQ2 2017-18 - B&C Car parking income for B&C is below anticipated target for FQ2 2017-18. However, income has increased on the same period last year (FQ2 2017-17), which was £32,453.</p>
Car Parking income to date - A&B (StreetScene)	●	↑	£502,426	£590,760	£673,980	£728,765	Stuart Watson	<p>FQ3 2017/18 - A&B The trend to date suggests that the car parking income will exceed that achieved in FY 2016/17. There is no obvious reason for this, however, it may worth noting that DPE is fully bedded in and it may be that users are more likely to purchase a P&D ticket rather than risk a PCN. In addition to this, a new warden started during FQ3 in Helensburgh, the resulting increased presence may also have contributed to the increase</p> <p>FQ2 2017/18 - A&B Car parking income council wide has increased. This increase can be attributed to a variety of factors but it is believed that a more effective and visible on street presence is a factor.</p>

Appendix 2

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Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
B&C - Percentage of community councils with emergency plan (Civil Contingencies)	●	⇒	80 %	83 %	80 %	83 %	Carol Keeley	<p>FQ3 2017/18 - B&C The two areas out of the twelve that do not have plans are: Ardentinnny - last communication states that they are progressing with their plan. Ardentinnny has recently been given an Emergency Kit Bag to assist them in emergencies. Cairndow - No information has been received from the community council despite regular contact with encouragement. Continue to encourage all to update and exercise plans. Island of Bute have particularly robust and active community resilience arrangements and are to be commended. Regular meetings, review of equipment prior to winter, assessment of emerging risks to the island and update of plan in partnership with the Bute Advice Centre, Council Incident Officers chaired by Richard Gorman. A perfect example of good practice.</p> <p>FQ2 2017-18 - B&C The two areas out of the twelve that do not have plans are: Ardentinnny - last communication states that they are progressing with their plan. Cairndow - No information has been received from the community council despite regular contact with encouragement. Continue to encourage all to update and exercise plans. Island of Bute have particularly robust and active community resilience arrangements and are to be commended. Regular meetings, review of equipment prior to winter, assessment of emerging risks to the island and update of plan in partnership with the Bute Advice Centre, Council Incident Officers chaired by Richard Gorman. A perfect example of good practice.</p>
B&C - Percentage of community councils who are developing a community emergency plan.				8%		8%	Carol Keeley	Please see commentary above
A&B - Percentage of community councils with emergency plan (Civil Contingencies)	●	⇒	55 %	57 %	55 %	57 %	Carol Keeley	<p>FQ3 2017/18 - A&B Regular contact is made to encourage CC's and Community Groups to update and exercise existing plans. Those that have not responded are contacted regularly with the exception of those that do not wish to be contacted. Remaining kit bags in storage have been distributed across the Council area October 2017</p> <p>FQ3 2017/18 - A&B Regular contact is made to encourage CC's and Community Groups to update and exercise existing plans. Those that have not responded are contacted regularly with the exception of those that do not wish to be contacted. Remaining kit bags in storage have been distributed across the Council area October 2017</p>

Appendix 2

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Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)		↓	9	24	27	61	Allan MacDonald (Streetscene)	<p>FQ3 2017/18 - B&C The number of complaints over the period for the Bute and Cowal totalled 61, 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, this can be carried out by groups and persons 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.</p> <p>FQ2 2017/18 - B&C Wardens will continue to follow up on complaints and rely on good evidence and witness support to follow up on reported cases. The Dept. will work with the Comm's team to address the issue and provide the public with clear information on the support needed to catch dog owners who fail to lift their dog's mess.</p>
Dog fouling - total number of complaints A&B (StreetScene)	●	↓	26	48	78	125	Tom Murphy	<p>FQ3 2017-18 - A&B Over all complaints are still coming in on a regular basis for dog fouling. Wardens are addressing them on a cases by cases basis and also targeting areas identified as hot spots within each of geographic areas. As the lighter mornings and nights are coming in we plan to put out early and later patrols by wardens to address this issue. By education of dog workers they meet and issue fixed penalties if appropriate.</p> <p>FQ2 2017/18 - A&B Dog Fouling complaints had decreased during the middle part of the year from 52 in Jan to 25 in June, rising back up to 48 in Oct. Wardens will continue to follow up on complaints and rely on witness support to act upon reported cases. The Dept. will work with the Comms team to address the issue and provide clear information on the support needed to catch dog owners who fail to lift up after their dog. Area teams will target specific problem areas over the winter months and engage with community groups and schools to give advice on good dog management and ways to work with the council in getting the message out to the wider public. We have 4 Wardens on 12 month contracts in each area targeting Dog Fouling, Littering and Fly Tipping and they have been actively engaging with the public on these matters.</p>
LEAMS - B&C Bute (Cleanliness Monitoring Systems)	●	↑	73	74	73	79	Allan MacDonald (Streetscene)	<p>FQ3 2017/18 - LEAMS Bute The high level of performance over the FQ3 period remains consistent for the Bute operation. This level of performance over the period was , October 86, November 78 and December 74, this is a good level of performance, with the benchmark figure being 73. There is currently a review of all street sweeping schedules, to evaluate the current schedules and frequencies to look at any operational alterations to improve the street sweeping services.</p> <p>FQ2 2017/18 - LEAMS Bute Monthly litter monitoring continues to show Bute is achieving the national standards set (73) and is sitting on a score of 86 in Oct 17, this is a very outcome for the area and will continue to monitor the situation.</p>
LEAMS - B&C Cowal (Cleanliness Monitoring Systems)	●	↑	73	76	73	76	Allan MacDonald (Streetscene)	<p>FQ3 2017/18 - LEAMS Cowal The high level of performance over the FQ3 period is very good for the Cowal operation. The level of performance over the period was, October 79, November 72 and December 76, with the benchmark figure being 73, this is a very good performance. There is currently a review of all street sweeping schedules, to evaluate the current schedules and frequencies to look at any operational alterations to improve the street sweeping services.</p> <p>FQ2 2017/18 - LEAMS Cowal Monthly litter monitoring shows the Cowal area is achieving the national standard set at (73) the area scored 79 at the last inspection and is a good outcome for the area. we will continue to monitor the monthly scores and address any problem areas identified.</p>
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↑	75	80	75	80	Tom Murphy	<p>FQ3 2017/18 - LEAMS A&B To date street cleanliness is still being maintained at a level at/or above the national average. This is despite a 25% reduction in street sweeping resource following service choices. Further updates will be provided once the independent street cleanliness audits have been carried out which typically take place twice per year</p> <p>FQ2 2017-18 LEAMS ABC Litter monitoring over the area has provided evidence to show that as a council we are meeting the criteria set out via Keep Scotland Beautiful in the main part and falling short where we find areas of weed and detritus evident on pavements. As a Department we will look to address this issue by better integration of Roads & Amenity staff focusing on weedkilling and removal of detritus from footpaths and cyclical cleaning in line with current schedules. Roads and Amenity Officers will invite KSB officers to discuss the 2017 annual report and advise on further actions where necessary.</p>

Appendix 2

B&C Area Scorecard FQ3 2017-18

Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
Corporate Outcome No.3 - Children and young people have the best possible start								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
HMIE positive Secondary School Evaluations - B&C (Authority Data)	●	⇒	0 %	0 %	0 %	0 %	Maggie Jeffrey	FQ3 2017-18 - B&C No inspections were carried out in FQ3 2017-18 FQ2 2017-18 - B&C No inspections were carried out in FQ2 2017-18
HMIE positive Secondary School Evaluations - A&B (Authority Data)			0%	0%	0%	0%	Maggie Jeffrey	FQ3 2017-18 - A&B No inspections were carried out in FQ3 2017-18. One school has been inspected in January 2018 FQ2 2017-18 - A&B No inspections were carried out in FQ2 2017-18
Percentage of pupils with positive destinations - A&B (Authority Data)	●		92.00%	91.80%	92.0 %	93.0 %	Eileen Kay	FQ3 2017-18 - A&B This is the third release of statistics on the participation of 16-19 year olds at a national and local authority level is the second year the annual participation measure reporting methodology has been used. The annual participation measure takes account of all statuses for individuals over the whole year (1st April 2016 – 31st March 2017) as opposed to focusing on an individual's status on a single day, as adopted by a snapshot methodology. Follow up Participation Measure information will be available from SDS end Feb 2018. FQ2 2017/18 - No update due

Appendix 2

B&C Area Scorecard FQ3 2017-18

Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
Application enquiries processed within 20 working days - B&C (Planning Applications)	●	↓	75.0 %	93.4 %	75.0 %	81.4 %	Peter Bain	FQ3 2017/18 - B&C Turnaround of pre-apps within B&C during FQ2 is above the target of 75% for the 4th consecutive quarter FQ2 2017/18 - B&C Turnaround of pre-apps within B&C during FQ2 is above the target of 75% for the 3rd consecutive quarter
PR23_03- Percentage of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↑	75.0 %	72.4 %	75.0 %	75.7 %	Peter Bain	FQ3 2017/18 - A&B Performance target has been met for first time since FQ2 2016/17. FQ2 2017/18 - A&B Commentary from Peter Bain (Acting Development Manager): Priority is afforded to the determination of formal planning applications. Although the target for closing Pre-Application enquiries was missed by 2.6% the level of overall service delivery remains acceptable with average turnaround sitting at 24 days. Pre-Application Performance There continues to be a significant year on year increase in pre-application submissions placing additional strain on decreasing resources. In 2016/17 the pre-app submission level was up 15.3% (an additional 177 enquiries) on the previous year. 2016/17 has also been a transitional year for DM with significant changes in key staff members at all professional levels of service provision. During this period delivery of timely pre-app responses has dipped below the service target of 75% but has in fact improved during FQ4 2016/17 (72.4%) and FQ 1 2017/18 (74.6%). The introduction of pre-app charging (Aug 2017) is expected to reduce demand for pre-app services and should make workloads more manageable, progress of pre-application submissions will continue to be monitored and micro-managed on a regular basis as part of individual officers work plans
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)	●	↑	8.0 Wks	11.6 Wks	8.0 Wks	5.2 Wks	Peter Bain	FQ3 2017/18 0 B&C This local performance measure is based upon a small volume of applications and as such is easily skewed by determination of one or more long standing applications. There were no such longstanding applications processed during FQ3 and performance has accordingly improved significantly on the previous quarter. FQ2 2017/18 - B&C This local performance measure is based upon a small volume of applications and as such is easily skewed by determination of one or more long standing applications. During FQ2 one householder application was determined with an overall time period of 2 years and 2 months arising from delays outwith the control of officers in the submission of further information by the applicant. The Scottish Government allow such time periods to be recovered for their reporting purposes and in this respect it is noted that with such corrections applied the average time period for determination of householder applications in B&C would have been 7.2 weeks for FQ2
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	6.7 Wks	8.0 Wks	5.1 Wks	Peter Bain	FQ3 2017/18 - A&B Significant improvement in performance from FQ2. The time period for determination of householder planning applications remains well within the 8 week target and compares favourably to the national average (7.1 weeks) and the rural authorities benchmarking group (7 weeks) FQ2 2017/18 - A&B Despite a reduction in performance during FQ2 from the previous period the time period for determination of householder planning applications remains well within the 8 week target and compares favourably to the national average (7.1 weeks) and the rural authorities benchmarking group (7 weeks)

Appendix 2

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Performance element	Status	Trend	Target FQ2 2017/18	Actual FQ2 17/18	Target FQ3 17/18	Actual FQ3 17/18	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - percentage of faults repaired within 5 days - B&C (Street Lighting - Maintenance)	●	↑	75 %	47 %	75 %	84 %	Lyndis Davidson	FQ3 2017/18 - B&C With the exception of the Bute & Cowal area, performance is low in FQ3 due to a number of factors: - faults always increase at this time of year due to longer nights and also lights being lit for longer periods of time - we currently have 2 out of 5 electricians on long term sick so having to juggle resources - Festive Lighting has taken priority over single dark lamps in October and November (emergencies and section faults still priorities) - although the LED replacement programme will ultimately reduce the number of dark lamps, we are having some teething troubles which mean that replacement LEDs have taken longer than 10 days to replace. - we have a number of complex cable faults which are taking longer than usual to resolve To address these performance issues we are putting a number of measures in place: - the main priority in January is fault repairs, we hope to reduce these significantly in FQ4 - festive lighting will be taken down at the end of January, once the majority of faults have been repaired - we will employ an additional electrician for the Helensburgh area on a temporary basis until the electrician resource issue is sorted - we are developing a better process for dealing with dark LED lamps to ensure customers are not inconvenienced - we continue to work with our utility partners (SSE, Scottish Power) to address the cable faults across the area
RA14_05- Percentage of street lighting repairs completed within 5 days (Street Lighting - Maintenance)	●	↓	75 %	66 %	75 %	57 %	Lyndis Davidson	FQ3 2017/18 - A&B With the exception of the Bute & Cowal area, performance is low in FQ3 due to a number of factors: - faults always increase at this time of year due to longer nights and also lights being lit for longer periods of time - we currently have 2 out of 5 electricians on long term sick so having to juggle resources - Festive Lighting has taken priority over single dark lamps in October and November (emergencies and section faults still priorities) - although the LED replacement programme will ultimately reduce the number of dark lamps, we are having some teething troubles which mean that replacement LEDs have taken longer than 10 days to replace. - we have a number of complex cable faults which are taking longer than usual to resolve To address these performance issues we are putting a number of measures in place: - the main priority in January is fault repairs, we hope to reduce these significantly in FQ4 - festive lighting will be taken down at the end of January, once the majority of faults have been repaired - we will employ an additional electrician for the Helensburgh area on a temporary basis until the electrician resource issue is sorted - we are developing a better process for dealing with dark LED lamps to ensure customers are not inconvenienced - we continue to work with our utility partners (SSE, Scottish Power) to address the cable faults across the area
Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	4,707 Tonnes	No Target	4,794 Tonnes	Alan Millar	FQ3 2017/18 - Waste PPP Area 54.7% recycling ,composting and recovery in Q3 (36.5% recycling/composting and 18.2% recovery) FQ2 2017/18 - Shanks Totals 50.9% recycling ,composting and recovery in Q2 (32.1% recycling/composting and 18.8% recovery)
RA24_02- Percentage of waste recycled, composted and recovered. (Waste Management Performance)	●	↑	40.0 %	49.3 %	40.0 %	51.4 %	Jim Smith	FQ3 2017/18 - A&B 51.4% of waste recycled ,composted and recovered in Q3 (37.6% recycling/composting and 13.8% recovery). FQ2 2017/18 - A&B 49.3% recycled ,composted and recovered in Q2 (35.4% recycled/composted and 13.9% recovered) FQ1 2017/18 - A&B 45.6% recycled ,recovered and composted in Q1 (33% recycling/composting and 12.6% recovery) .

Appendix 2

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Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		⇒	No Target	1	No Target	1	Allan MacDonald (Streetscene)	<p>FQ3 2017-18 Bute Only one complaint was registered with regards to the waste collections service on the Island of Bute. This demonstrates the high quality service being provided by the local staff.</p> <p>FQ2 2017-18 Bute Only one complaint were registered with regards to the waste collections service on the Island of Bute. This demonstrates the high quality service being provided by the local staff.</p> <p>FQ1 2017-18 Bute A number of two complaints were registered with regards to the waste collections service on the Island of Bute. This demonstrates the high quality service being provided by the local staff.</p>
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		⇓	No Target	4	No Target	3	Allan MacDonald (Streetscene)	<p>FQ3 2017/18 Cowal Only three complaints were registered in the Cowal area during the FQ3, given the scale of the general waste and recycling collections in the Cowal area, this is an excellent achievement.</p> <p>FQ2 2017-18 Cowal A number of four complaints were received with regards to the waste collections service during the FQ2 period in the Cowal area. Receiving only four complaints given the scale of the operation, demonstrates the high quality service being provided by the local staff.</p>
Total number of Complaints regarding Waste Collection - A&B (StreetScene)			No Target	14	No Target	35	Tom Murphy	<p>FQ3 2017/18 - A&B There has been an increase in complaints with regards waste collection mainly in relation to late collections. 1) Winter weather has resulted in a number of safety issues thereby some collections were carried later than the calendared collection day. 2) There was also an issue where vehicles were breaking down as a result of the cold weather and these were addressed on issue by issue basis. In general terms all collections were carried out, however, in some areas these may have been a few days late. Where collections were running late the information was posted on the Council web page to inform the public of these alterations to collection days.</p>

Appendix 2

B&C Area Scorecard FQ3 2017-18

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Making It Happen								
B&C Teacher Absence (Education Other Attendance)	●	⇓	1.50 Avg. days lost	1.73 Avg. days lost	1.50 Avg. days lost	1.44 Avg. days lost		FQ3 2017/18 New area measure. The performance this quarter is an improvement on the same period last year with 281 actual days lost compared to 344 in FQ3 2016/17
A&B Teacher Absence (Education Other Attendance)	●	⇓	1.50 Avg. days lost	.76 Avg. days lost	1.50 Avg. days lost	1.93 Avg. days lost	Anne Paterson	FQ3 2017-18 There was an increase in absence for FQ3 which is typical for the winter quarter. FQ2 2017-18 Teachers' attendance for FQ2 was very good, with 0.8 days lost against an actual target of 1.5 days.
B&C Non-Teaching Staff Absence (Education Other Attendance)	●	⇑	2.07 Avg. days lost	2.88 Avg. days lost	2.07 Avg. days lost	2.49 Avg. days lost	Jane Fowler	FQ3 2017/18 New area measure. The performance this quarter is an improvement on the same period last year with 341 actual days lost compared to 383 in FQ3 2016/17
Staff Absence (Education Other Attendance)	●	⇓	2.07 Avg. days lost	2.17 Avg. days lost	2.07 Avg. days lost	2.41 Avg. days lost		FQ3 2017-18 There was an increase in absence for FQ3 which is typical for the winter quarter

