

B&C Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3 2017/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 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>FQ4 2017/18 - B&C ACHA was unsuccessful in acquiring the additional 8 units at Ardselate, Dunoon which had to be sold at auction by the Scottish Government - although there may still be a chance for the association to acquire these from the private buyer in 2018/19.</p> <p>FQ3 2017/18 - B&C Negotiations ongoing re the 8 units at Ardselate, 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>
CC26 01-Number of new affordable homes completed per annum. (Housing Services)	●	↓	20	20	18	18	Allan Brandie	<p>FQ4 2017/18 - A&B 18 units in total completed this quarter, all in Mid Argyll. Fyne Homes delivered 12 units at Lochgilphead (phase 5) and 6 at Minard, all for social rent. ACHA was unsuccessful in acquiring the additional 8 units at Ardselate, Dunoon which had to be sold at auction by the Scottish Government - although there may still be a chance for the association to acquire these from the private buyer in 2018/19. Annual target therefore only 68% met, however the cumulative two-year target has been exceeded (229 units against target of 220) and programme still on schedule to deliver the 5 year target with a number of large projects progressing in the pipeline.</p> <p>FQ3 2017/18 - A&B Bute and Cowal: Negotiations ongoing re 8 units at Ardselate, 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. 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; Glenshelach, 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>

B&C Area Scorecard FQ4 2017-18

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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)	●	↑	£63,436	£56,021	£76,904	£74,822	Stuart Watson	<p>FQ4 2017/18 - B&C Car parking income for B&C fell short of the targeted income by £2,082, however, it is significantly above the FQ4 income for 2016/17, an additional £13,686 was received</p> <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>
Car Parking Income to date - A&B (StreetScene)	●	↑	£673,980	£728,765	£817,075	£860,466	Stuart Watson	<p>FQ4 2017/18 - A&B Car parking income exceeded the target by £43,391. It is also worth noting that when compared with FQ4 2016/17 there was an increase of £47,621.</p> <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 be 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>
Total number of Penalty Charge Notice Figures - B&C			No Target	Not Recorded	No Target	185	Keith Tennant	<p>FQ4 2017/18 - B&C Amenity Warden from Bute & Cowal was absent through sick leave and is now currently on secondment, wardens from other areas are currently covering Bute & Cowal.</p>
Total number of Penalty Charge Notice Figures - A&B			No Target	Not Recorded	No Target	1,604	Keith Tennant	<p>FQ4 2017/18 - A&B Commentary provided at Area level</p>

B&C Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3 2017/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
B&C - Percentage of community councils with emergency plan (Civil Contingencies)								<p>FQ4 2017/18 - B&C The two areas out of the twelve that do not have plans are: Ardentinny - they are progressing with their plan. Cairnbow - No information has been received from the community council. Continue to encourage all to produce, 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.</p> <p>FQ3 2017/18 - B&C The two areas out of the twelve that do not have plans are: Ardentinny - last communication states that they are progressing with their plan. Ardentinny has recently been given an Emergency Kit Bag to assist them in emergencies. Cairnbow - 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	<p>FQ4 2017/18 - B&C New Measure added to Area Report - Please see commentary for community councils with an emergency plan</p> <p>FQ3 2017/18 - B&C New Measure added to Area Report - Please see commentary for community councils with an emergency plan</p>
A&B - Percentage of community councils with emergency plan (Civil Contingencies)	●	↑	55 %	57 %	55 %	59 %	Carol Keeley	<p>FQ4 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. There are now 3 kit bags in storage, these will be distributed to CC's who submit a Community plan in the near future</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>

B&C Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3 2017/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)		↓	No Target	61	No Target	65	Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - B&C The number of complaints over the period for the Bute and Cowal totalled 65, with 21 of these logged during March 2018, 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>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>
Dog fouling - total number of complaints A&B (StreetScene)		↓	No Target	125	No Target	152	Tom Murphy	<p>FQ4 2017/18 - A&B The council are currently working alongside Police Scotland and our communications team to provide advice to all parts of our community and involving school children in creating posters as part of this dog fouling campaign. The roll out is currently happening in B&C and we intend to carry this on to the other administrative areas. https://www.butenan.co.uk/news/calling-four-owners-14729752</p> <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>

B&C Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3 2017/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
LEAMS - B&C Bute (Cleanliness Monitoring Systems)	●	↓	73	79	73	78	Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - LEAMS Bute The high level of performance over the FQ4 period remains consistent for the Bute operation. This level of performance over the period was, January 84, February 76 and March 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>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>
LEAMS - B&C Cowal (Cleanliness Monitoring Systems)	●	↑	73	76	73	78	Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - LEAMS Cowal The high level of performance over the FQ4 period is very good for the Cowal operation. The level of performance over the period was, January 72, February 82 and March 81, with the benchmark figure being 73, this is a very good performance. January dipped just below the target of 73, this was due to street sweeping resource covering absences in the refuse and recycling collections. 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>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>
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	⇒	75	80	75	80	Tom Murphy	<p>FQ4 2017/18 - LEAMS A&B The level of performance is a very good standard, the service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the data and make appropriate alterations to work schedules to ensure that the level of performance is maintained. The role of the amenity wardens have a key influence around littering and dog fouling to assist in maintaining the high level of performance.</p> <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>

B&C Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3 2017/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 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	<p>FQ4 2017/18 - B&C The were no secondary school inspections completed in FQ4 2017/18</p> <p>FQ3 2017/18 - B&C No inspections were carried out in FQ3 2017-18</p>
HMIE positive Secondary School Evaluations - A&B (Authority Data)			0%	0%	0%	0%	Maggie Jeffrey	<p>FQ4 2017/18 - A&B No inspections were carried out in FQ4 2017/18</p> <p>FQ3 2017/18 - A&B No inspections were carried out in FQ3 2017-18. One school has been inspected in January 2018</p>
Percentage of pupils with positive destinations - A&B (Authority Data)	●	↑	92.0 %	93.0 %	92.0 %	94.7 %	Eileen Kay	<p>FQ4 2017/18 - A&B School Initial Destinations of school leavers 2016/2017, published in February 2018. The Argyll and Bute average is 94.7% with a cohort of 861. Bute and Cowal Dunoon Grammar increased their positive destinations by 1.6% from the initial 2015/16 Rothesay Academy 92.06% which was a decrease of 3.18% from the 2015/2016 figure of 95.24%. The negative destination figures for Rothesay Academy will be interrogated and analysed for patterns that may be contributing to this position for example, area of residence. Appropriate help, support or activities can then be put in place to support subsequent cohorts into positive destinations. This work will be carried out in partnership with SDS and other key partner agencies. Helensburgh and Lomond Hermitage Academy 92.37%. Although this is an increase of 1.28 % from 2015/2016 figure of 90.99%. The negative destination figures for Hermitage Academy will be interrogated and analysed for patterns that may be contributing to this position for example, area of residence. Appropriate help, support or activities can then be put in place to support subsequent cohorts into positive destinations. This work will be carried out in partnership with SDS and other key partner agencies. MAXX Campbelltown Grammar increased their positive destinations by 4.08% from the initial 2015/16 report, and Tarbert Academy increased by 4.74 % OLI Oban High increased their positive destinations by 3.81% from the initial 2015/16 report and Tobermory High School by 9.9%.</p> <p>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.</p>

B&C Area Scorecard FQ4 2017-18

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Corporate Outcome No.5 - The economy is diverse and thriving								
Percentage of Pre-Application enquiries processed within 20 working days - B&C (Planning Applications)	●	↑	75.0 %	81.4 %	75.0 %	92.0 %	Peter Bain	<p>FQ4 2017/18 - B&C Turnaround of pre-apps within B&C during FQ4 is above the target of 75% for the 5th consecutive quarter, continuing the positive upward trend.</p> <p>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</p>
PR23_03- Percentage of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↑	75.0 %	75.7 %	75.0 %	76.0 %	Peter Bain	<p>FQ4 2017/18 - A&B The performance target has been met for the second consecutive quarter.</p> <p>FQ3 2017/18 - A&B Performance target has been met for first time since FQ2 2016/17.</p>
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)	●	↓	8.0 Wks	5.2 Wks	8.0 Wks	5.3 Wks	Peter Bain	<p>FQ4 2017/18 - B&C A solid performance from the team in Bute & Cowal, continuing the long term trend of reducing the time taken to process Householder planning applications.</p> <p>FQ3 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. There were no such longstanding applications processed during FQ3 and performance has accordingly improved significantly on the previous quarter.</p>
Householder Planning Apps: Ave no of Weeks to Determine - A&B (Planning Applications)	●	↑	8.0 Wks	5.1 Wks	8.0 Wks	4.6 Wks	Peter Bain	<p>FQ4 2017/18 - A&B The long term trend of reducing the time taken to process householder planning applications in Argyll and Bute continues, and is comfortably within the 8 week target.</p> <p>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)</p>

B&C Area Scorecard FQ4 2017-18

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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 %	83 %	75 %	82 %	Hugh O'Neill	<p>FQ4 2017/18 - B&C FQ3 was reported to old SLA. Should have been reported to 10 days. Once error was identified the figures were not changed to enable consistent reporting throughout the year. Will be revised for future years.</p> <p>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</p>
RA14_05- Percentage of street lighting repairs completed within 5 days (Street Lighting - Maintenance)	●	↑	75 %	55 %	75 %	58 %	Hugh O'Neill	<p>FQ4 2017/18 - A&B FQ3 was reported to old SLA. Should have been reported to 10 days. Once error was identified the figures were not changed to enable consistent reporting throughout the year. Will be revised for future years.</p> <p>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</p>
Shanks - Number of Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	4,794 Tonnes	No Target	4,132 Tonnes	Alan Millar	<p>FQ4 2017/18 - Waste PPP Area Waste PPP Contract Area - 47.9% recycling, composting and recovery (34.5% recycling/composting plus 13.4% recovery)</p> <p>FQ3 2017/18 - Waste PPP Area 54.7% recycling ,composting and recovery in Q3 (36.5% recycling/composting and 18.2% recovery)</p>
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	54.70%	No Target	47.90%	John Blake	<p>FQ4 2017/18 - Waste PPP Area 47.9% recycled ,composted and recovered (34.5% recycled/composted and 13.4% recovered)</p> <p>FQ3 2017/18 - Waste PPP Area 54.7% recycled ,composted and recovered in Q3 (36.5% recycling/composting and 18.2% recovery)Q3 figures will be available and inputted by January 26th at the latest - Currently awaiting stats and tonnages from some waste contractors and community recycling groups .Information is usually all supplied by the end of the month following the end of the quarter .SEPA allow between 42-44 days following end of the quarter for statutory returns.</p>
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	36.90%	No Target	30.70%	John Blake	<p>FQ4 2017/18 - Islands Quarterly figures are not all available until later in month when contractors and community recycling group tonnages have all been submitted .Data should be available and inputted by 26th April at the latest.</p> <p>FQ3 2017/18 - Islands FQ3 figures will be available and inputted by January 26th at the latest - Currently awaiting stats and tonnages from some waste contractors and community recycling groups .Information is usually all supplied by the end of the month following the end of the quarter .SEPA allow between 42-44 days following end of the quarter for statutory returns.</p>
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	48.50%	No Target	45.30%	John Blake	<p>FQ4 2017/18 - H&L 45.3% recycled ,composted and recovered (36.1% recycling/composting and 9.1% recovery)</p> <p>FQ3 2017/18 - H&L 50.2% recycled ,composted and recovered in FQ3 (41.7% recycled/composted and 8.5% recovered)</p>
RA24_02- Percentage of waste recycled, composted and recovered. (Waste Management Performance)	●	↓	40.0 %	51.4 %	40.0 %	45.9 %	Jim Smith	<p>FQ4 2017/18 - A&B 45.9% of recycled ,composted and recovered waste which is above target. However, this is less than the previous quarter which is due to reduced diversion from Renewal mechanical biological treatment (MBT) facilities.</p> <p>The MBT facilities produce compost like output (CLO) for use as restoration material for landfill restoration</p> <p>FQ3 2017/18 - A&B 51.4% of waste recycled ,composted and recovered in Q3 (37.6% recycling/composting and 13.8% recovery).</p>

B&C Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3 30/3/18	Actual FQ3 3/7/18	Target FQ4 3/7/18	Actual FQ4 3/7/18	Owner	Comments
Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		↓	No Target	1	No Target	0	Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - Bute During the FQ4 period no complaints were registered in relation to the waste collection and recycling collections on the island of Bute. This is an exceptional level of service considering the number of domestic and commercial premises that the service currently uplifts from.</p> <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>
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		↓	No Target	3	No Target	0	Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - Cowal During the FQ4 period no complaints were registered in relation to the waste and recycling collections in the Cowal area. This is an exception level of service considering the number of domestic and commercial premises the service uplifts from.</p> <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>
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↓	No Target	35	No Target	32	Tom Murphy	<p>FQ4 2017/18 - A&B Service complaints are low in comparison to roll out period of 3 weekly collection and we continue to provide a good service to the public</p> <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>

B&C Area Scorecard FQ4 2017-18

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Making it Happen								
B&C Teacher Absence (Education Other Attendance)	●	↓	1.50 Avg. days lost	1.44 Avg. days lost	1.50 Avg. days lost	1.74 Avg. days lost	Annie Paterson	<p>FQ4 2017/18 - B&C Whilst this is above the target, it is similar to the same period in 2016/17 and overall teacher absence throughout the year has improved. This quarter sees a general increase in absence due to seasonal infections</p> <p>FQ3 2017/18 - B&C 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</p>
A&B Teacher Absence (Education Other Attendance)	●	↑	1.50 Avg. days lost	1.93 Avg. days lost	1.50 Avg. days lost	1.85 Avg. days lost	Annie Paterson	<p>FQ4 2017/18 - A&B The overall performance is slightly above the target, but overall teacher absence rates have been declining over the past 3 years, which is positive</p> <p>FQ3 2017/18 - A&B There was an increase in absence for FQ3 which is typical for the winter quarter.</p>
B&C Non-Teaching Staff Absence (Education Other Attendance)	●	↑	2.07 Avg. days lost	2.49 Avg. days lost	2.07 Avg. days lost	2.40 Avg. days lost	Jane Fowler	<p>FQ4 2017/18 - B&C The target for the quarter has not been met. This quarter usually sees an increase in absence due to seasonal infections. The trends show that there is an increase in medical absences which can be related in part to the aging workforce. Stress related absence remains an important factor in absence rates.</p> <p>FQ3 2017/18 - B&C 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</p>
A&B Non Teaching Staff Absence (Education Other Attendance)	●	↓	2.07 Avg. days lost	2.41 Avg. days lost	2.07 Avg. days lost	2.70 Avg. days lost	Jane Fowler	<p>FQ4 2017/18 - A&B The target for the quarter has not been met. This quarter usually sees an increase in absence due to seasonal infections. The trends show that there is an increase in medical absences which can be related in part to the aging workforce. Stress related absence remains an important factor in absence rates.</p> <p>FQ3 2017/18 - A&B There was an increase in absence for FQ3 which is typical for the winter quarter</p>