

**MAKI Area Scorecard FQ4 2017-18**

Performance element	Status	Trend	Target FQ3 17/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
<b>Corporate Outcome No 1 - People live active, healthier and independent lives</b>								
Number of affordable social sector new builds - MAKI (Housing Services)	●	↑	0	0	18	18	Allan Brandie	<p><b>FQ4 2017/18 - MAKI</b> Fyne Homes delivered 12 units at Lochgilphead (phase 5) and 6 at Minard, all for social rent.</p> <p><b>FQ3 2017/18 - MAKI</b> There were no completions scheduled for Quarter 3. Developments at Minard and Lochgilphead scheduled to complete during Quarter 4 - 2017/18.</p>
CC26_01-Number of new affordable homes completed per annum. (Housing Services)	●	↓	20	20	18	18	Allan Brandie	<p><b>FQ4 2017/18 - A&amp;B</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 Ardenslate, 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><b>FQ3 2017/18 - A&amp;B</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. Helensburgh &amp; 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 &amp;Islay: No completions scheduled for Quarter 3. Minard &amp; 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>

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<b>Corporate Outcome No.2 - People live in safer and stronger communities</b>								
Car Parking income to date - MAKI (Streetscene MAKI)	●	↓	£69,918	£67,535	£84,763	£67,376	Stuart Watson	<p><b>FQ4 2017/18 - MAKI</b> Car parking income for MAKI FQ4 fell short of the targeted income by £17,387 however, it is an improvement on the FQ4 income for 2016/17, an additional £3,891 was received.</p> <p><b>FQ3 2017/18 - MAKI</b> Car parking income for MAKI is below the anticipated target for FQ3 2017-18. The income is also below the same period last year (FQ3 20176-17), which was £19,329.</p>
Car Parking income to date - A&B (StreetScene)	●	↑	£673,980	£728,765	£817,075	£860,466	Stuart Watson	<p><b>FQ4 2017/18 - A&amp;B</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><b>FQ3 2017/18 - A&amp;B</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 Pay &amp; Display 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 - MAKI			No Target	Not Recorded	No Target	4	Keith Tennant	<p><b>FQ4 2017/18 - MAKI</b> New Traffic Regulation Order for Campbelltown is pending. Inveraray pay and display areas free during this period.</p>
Total number of Penalty Charge Notice Figures - A&B			No Target	Not Recorded	No Target	1,604	Keith Tennant	<p><b>FQ4 2017/18 - A&amp;B</b> Commentary provided at Area level</p>

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Performance element	Status	Trend	Target FQ3 17/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
Percentage of community councils with emergency plan MAKI (Civil Contingencies)	●	⇒	55 %	42 %	55 %	42 %	Carol Keeley	<p><b>FQ4 2017/18 - MAKI</b>                      Craignish, Dunaad, Gigha, Inveraray, Lochgilphead, North Knapdale are progressing with their plans. Campbeltown CC have intimated that they will not be producing a plan and we have not to make contact again with regards to it. South Knapdale have also intimated that they will not be producing a plan. No responses from Tarbert &amp; Skipness, The Laggan or West Loch Fyne. Regular contact is made to encourage update and exercising of existing plans and those that have not responded are contacted regularly with the exception of those that do not wish to be contacted.                      Gigha, Inveraray, Dunadd, Campbeltown and North Knapdale have recently been given an Emergency Kit Bag. Craignish, Dunaad, Gigha, Inveraray, Lochgilphead, North Knapdale are progressing with their plans. Campbeltown CC have intimated that they will not be producing a plan and we have not to make contact again with regards to it. South Knapdale have also intimated that they will not be producing a plan. No responses from Tarbert &amp; Skipness, The Laggan or West Loch Fyne. Regular contact is made to encourage update and exercising of existing plans and those that have not responded are contacted regularly with the exception of those that do not wish to be contacted.                      Gigha, Inveraray, Dunadd, Campbeltown and North Knapdale have recently been given an Emergency Kit Bag.</p> <p><b>FQ3 2017/18 - MAKI</b>                      Craignish, Dunaad, Gigha, Inveraray, Lochgilphead, North Knapdale are progressing with their plans. Campbeltown CC have intimated that they will not be producing a plan and we have not to make contact again with regards to it. South Knapdale have also intimated that they will not be producing a plan. No responses from Tarbert &amp; Skipness, The Laggan or West Loch Fyne. Regular contact is made to encourage update and exercising of existing plans and those that have not responded are contacted regularly with the exception of those that do not wish to be contacted.                      Gigha, Inveraray, Dunadd, Campbeltown and North Knapdale have recently been given an Emergency Kit Bag.</p>
Percentage of community councils developing an emergency plan MAKI (Civil Contingencies)		⇒	No Target	32 %	No Target	32 %	Carol Keeley	<p><b>FQ4 2017/18 - MAKI</b>                      Craignish, Dunadd, Gigha, Inveraray, Lochgilphead and North Knapdale are currently working on their Plans. Emails offering encouragement and support are sent out regularly.                      Inveraray, Campbeltown, Dunadd and North Knapdale have recently been given an Emergency Kit Bag.</p> <p><b>FQ3 2017/18 - MAKI</b>                      Gigha, Inveraray, Dunadd, Campbeltown and North Knapdale have recently been given an Emergency Kit Bag.</p>
Percentage of community councils with emergency plan A&B (Civil Contingencies)	●	↑	55 %	57 %	55 %	59 %	Carol Keeley	<p><b>FQ4 2017/18 - A&amp;B</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><b>FQ3 2017/18 - A&amp;B</b>                      A&amp;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. The remaining kit bags in storage have been distributed across the Council area October 2017.</p>

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Performance element	Status	Trend	Target FQ3 17/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
Dog fouling - total number of complaints MAKI (Streetscene MAKI)		↓	No Target	10	No Target	28	Allan MacDonald (Streetscene)	<p><b>FQ4 2017/18 - MAKI</b> The number of complaints received over the FQ4 period was 28, the warden service continues to work hard within the local communities in an attempt to have information sharing allowing the Council to take necessary action against irresponsible dog owners.</p> <p><b>FQ3 2017/18 - MAKI</b> The number of complaints received over the FQ3 period was 18, Kintyre received six of these complaints and the other twelve complaints were received in the Mid-Argyll area. The warden service continues to work hard within the local communities in an attempt to have information sharing allowing the Council to take necessary action against irresponsible dog owners.</p>
Dog fouling - total number of complaints A&B (StreetScene)		↓	No Target	125	No Target	152	Tom Murphy	<p><b>FQ4 2017/18 - A&amp;B</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&amp;C and we intend to carry this on to the other administrative areas.</p> <p><b>FQ3 2017/18 - A&amp;B</b> Overall 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>

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Performance element	Status	Trend	Target FQ3 17/18	Actual FQ3 17/18	Target FQ4 17/18	Actual FQ4 17/18	Owner	Comments
LEAMS - MAKI Islay (Cleanliness Monitoring Systems)	●	⇒	73	84	73	84	Stuart McCracken	<p><b>FQ4 2017/18 LEAMS - MAKI Islay</b> The performance of street cleanliness on Islay through the FQ4 period remained at an excellent level of performance. The Local Environment Teams have retained a very high level of performance not only through the FQ4 period, but throughout the rolling year and to achieve this standard consistently. The level of performance is 84 for each of the months during FQ4, with the target level of performance being set at 73.</p> <p><b>FQ3 2017/18 LEAMS - MAKI Islay</b> The performance of street cleanliness on Islay through the FQ3 period remained at an excellent level of performance. The Local Environment Teams have retained a very high level of performance not only through the FQ3 period, but throughout the rolling year and to achieve this standard consistently</p>
LEAMS - MAKI Kintyre (Cleanliness Monitoring Systems)	●	⇒	73	73	73	73	Stuart McCracken	<p><b>FQ4 2017/18 - MAKI Kintyre</b> The Kintyre street cleanliness just meets the target performance figure, there has been pressure locally with a vacancy and a number of absence issues. The operation has got some room for improvement, the purchase of a pedestrian mechanical sweeper should enhance the performance of the service, the pedestrian mechanical sweeper is being delivered to the Council on Wednesday 2nd May 2018. A review of the street sweeping schedules has been carried out and alterations made should see improvements. With regards weed killing this will start as the growing season starts, however, as there is only one application per season we have to watch that this is not carried out to early in the grow season.</p> <p><b>FQ3 2017/18 - MAKI Kintyre</b> This areas LEAMS score for Kintyre has still got some room for improvement and the local team are addressing this. With regards weed killing this will start as the growing season starts, however, as there is only one application per season we have to watch that this is not carried out to early in the grow season.</p>
LEAMS - MAKI Mid Argyll (Cleanliness Monitoring Systems)	●	↑	73	75	73	82	Stuart McCracken	<p><b>FQ4 2017/18 LEAMS - MAKI Mid Argyll</b> The level of performance has been at an excellent level of performance for the Mid-Argyll operation, it is very encouraging to see this high level of performance being delivered consistently.</p> <p><b>FQ3 2017/18 LEAMS - MAKI Mid Argyll</b> The level of performance over the months of October, November and December has been at an excellent level of performance for the Mid-Argyll area, with performance levels of 90,93 and 96 respectively throughout the months. It is very encouraging to see this high level of performance being delivered consistently.</p>
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↓	75	81	75	80	Tom Murphy	<p><b>FQ4 2017/18 LEAMS - A&amp;B</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><b>FQ3 2017/18 LEAMS - A&amp;B</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>

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<b>Corporate Outcome No.3 - Children and young people have the best possible start</b>								
<b>Corporate Outcome No.4 - Education, skills and training maximises opportunities for all</b>								
HMIE positive Secondary School Evaluations - MAKI (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	<p><b>FQ4 2017/18 - MAKI</b> Campbeltown Grammar was inspected in FQ4 2017/18, The inspection report will be published in April 2018 (FQ1 2018/19)</p> <p><b>FQ3 2017-18 - MAKI</b> 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><b>FQ4 2017/18 - A&amp;B</b> No reports published in FQ4 2017/18. One school has been inspected in January 2018.</p> <p><b>FQ3 2017/18 - A&amp;B</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><b>FQ4 2017/18 - A&amp;B</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 2015/216 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 1.38 % 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. MAKI Campbeltown Grammar increased their positive destinations by 4.08% from the initial 2015/16 report, and Tarbert Academy increased by 4.74 % OU Oban High increased their positive destinations by 3.81% from the initial 2015/16 report and Tobermory High School by 9.9%.</p> <p><b>FQ3 2017/18 - A&amp;B</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>

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<b>Corporate Outcome No.5 - The economy is diverse and thriving</b>								
Householder Planning Apps: Ave no of Weeks to Determine - MAKI (Planning Applications)	●	↑	8.0 Wks	4.8 Wks	8.0 Wks	4.3 Wks	Peter Bain	<b>FQ4 2017/18 - MAKI</b> Turnaround of householder applications within MAKI is excellent at 4.3 weeks, comfortably below the 8 week target.
								<b>FQ3 2017/18 - MAKI</b> Description Turnaround of householder applications within MAKI remains within the 8 week target for the 4th consecutive quarter.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↑	8.0 Wks	5.1 Wks	8.0 Wks	4.6 Wks	Peter Bain	<b>FQ4 2017/18 - A&amp;B</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.
								<b>FQ3 2017/18 - A&amp;B</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).
Percentage of Pre-Application enquires processed within 20 working days - MAKI (Planning Applications)	●	↑	75.0 %	47.4 %	75.0 %	52.7 %	Peter Bain	<b>FQ4 2017/18 - MAKI</b> FQ4 saw a slight improvement in performance over the previous two quarters. Depleted resource has necessitated the prioritisation on processing statutory applications ahead of responding to pre-application enquires. (The Planning Officer who normally deals with the majority of pre-applications is on maternity leave. Work is being distributed between the remaining two Officers and the Area Team Leader.)
								<b>FQ3 2017/18 - MAKI</b> During FQ3 the MAKI team have been depleted by periods of unplanned absence which has again required a focus on processing statutory applications in favour of responses to pre-application enquires. The lengthening of response times during this period does not indicate sustained future under-performance, as the number of outstanding enquires remains manageable in the context of a team of three people (currently 32 'live' enquires)
PR23_03-Percentage of Pre-application enquires processed within 20 working days - A&B (Planning Applications)	●	↑	75.0 %	75.7 %	75.0 %	76.0 %	Peter Bain	<b>FQ4 2017/18 - A&amp;B</b> The performance target has been met for the second consecutive quarter.
								<b>FQ3 2017/18 - A&amp;B</b> The performance target has been met for first time since FQ2 2016/17.

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<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
Street lighting - percentage of faults repaired within 5 days - MAKI (Street Lighting - Maintenance)	●	↑	75 %	34 %	75 %	57%	Hugh O'Neill	<p><b>FQ4 2017/18 - MAKI</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><b>FQ3 2017/18 - MAKI</b> With the exception of the Bute &amp; 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> <p><b>FQ3 2017/18 - Definition</b> The definition of this measure has been changed to make it accurate. This measure is the percentage of dark lamps repaired within 5 working days - this does not include emergencies, section faults or cable faults. (Previously incorrect definition was % of repairs completed within 10 days).</p>
RA14_05-Percentage of street lighting repairs completed within 5 days (Street Lighting - Maintenance)	●	↑	75 %	55 %	75 %	58 %	Hugh O'Neill	<p><b>FQ4 2017/18 - A&amp;B</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><b>FQ3 2017/18 - A&amp;B</b> With the exception of the Bute &amp; 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> <p><b>FQ3 2017/18 - Definition</b> The definition of this measure has been changed to make it accurate. This measure is the percentage of dark lamps repaired within 5 working days - this does not include emergencies, section faults or cable faults. (Previously incorrect definition was % of repairs completed within 10 days).</p>
Complaints ref Waste Collection MAKI (Streetscene MAKI)		↓	No Target	8	No Target	3	Allan MacDonald (Streetscene)	<p><b>FQ4 2017/18 - MAKI</b> Small number of complaints are due to occasional operational issues and staff endeavor to catch up on schedules as soon as practicable.</p> <p><b>FQ3 2017/18 - MAKI</b> Eight complaints were received during the FQ3 period for the MAKI area. This level of performance is a very good achievement, considering the large number of properties both domestic and commercial, the waste collection operation is responsible for servicing</p>
Total number of Complaints regarding Waste Collection - A&B (StreetScene)			No Target	35	No Target	32	Tom Murphy	<p><b>FQ4 2017/18 - A&amp;B</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><b>FQ3 2017/18 - A&amp;B</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 whereby 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>
No of Tonnes of Waste Recycled and Composted (Waste Management Performance)		↓	No Target	5,260 Tonnes	No Target	4,598 Tonnes	Jim Smith	<p><b>FQ4 2017/18</b></p>
Shanks - No of Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	4,794 Tonnes	No Target	4,132 Tonnes	Alan Millar	<p><b>FQ4 2017/18 - Waste PPP Contract Area</b> 47.9% recycling, composting and recovery (34.5% recycling/composting plus 13.4% recovery)</p> <p><b>FQ3 2017/18 - Waste PPP Contract Area</b> 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><b>FQ4 2017/18 - Waste PPP Area</b> 47.9% recycled, composted and recovered (34.5% recycled/composted and 13.4% recovered)</p> <p><b>FQ3 2017/18 - Waste PPP Area</b> 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><b>FQ4 2017/18 - Islands</b> 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><b>FQ3 2017/18 - Islands</b> 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><b>FQ4 2017/18 - H&amp;L</b> 45.3% recycled, composted and recovered (36.1% recycling/composting and 9.1% recovery)</p> <p><b>FQ3 2017/18 - H&amp;L</b> 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 %	45.90%	Jim Smith	<p><b>FQ4 2017/18 - A&amp;B</b> 45.9% recycled, composted and recovered in Q4 (34.6% recycling/composting and 11.2% recovery)</p> <p><b>FQ3 2017/18 - A&amp;B</b> 51.4% of waste recycled, composted and recovered in Q3 (37.6% recycling/composting and 13.8% recovery).</p>



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<b>Making It Happen</b>								
MAKI Teacher Absence (Education Other Attendance)	●	↑	1.50 Avg. days lost	2.00 Avg. days lost	1.50 Avg. days lost	1.97 Avg. days lost	Anne Paterson	<p><b>FQ4 2017/18 - MAKI</b> Whilst this is above the target, it is only a very slight increase on 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><b>FQ3 2017/18 - MAKI</b> New area measure. The performance this quarter is an improvement on the same period last year with 475 actual days lost compared to 576 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	Anne Paterson	<p><b>FQ4 2017/18 - A&amp;B</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><b>FQ3 2017-18 A&amp;B</b> There was an increase in absence for FQ3 which is typical for the winter quarter.</p>
MAKI Non-Teaching Staff Absence (Education Other Attendance)	●	↓	2.07 Avg. days lost	2.72 Avg. days lost	2.07 Avg. days lost	3.01 Avg. days lost	Jane Fowler	<p><b>FQ4 2017/18 - MAKI</b> The target for the quarter has not been met. This quarter usually sees an increase in absence due to seasonal infections. MAKI has the highest number of Council non teaching staff and so the proportion of sickness absence is higher in this area. 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><b>FQ3 2017/18 - MAKI</b> New area measure. The performance this quarter is down on the same period last year with 419 actual days lost compared to 427 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><b>FQ4 2017/18 - A&amp;B</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><b>FQ3 2017-18 - A&amp;B</b> There was an increase in absence for FQ3 which is typical for the winter quarter</p>