

Appendix 2

OLI Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - OLSI (Housing Services)	●	↓	20	20	0	0	Allan Brandie	<p>FQ4 2017/18 - OLI No completions scheduled for Oban, Lorn and the Isles during quarter 4.</p> <p>FQ3 2017/18 - OLI There were 20 completions in total this quarter in the Oban, Lorn and the Isles area. All delivered by ACHA: Coll - 2 units completed October; Glenshellach, Oban - 8 units in November; Corneil Phase 3 - 10 units handed over 1st December.</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 Ardenislate, 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 Ardenislate, 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; Glenshellach, Oban - 8 units in November; Corneil 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>

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Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
Car Parking income to date - OLB (Streetscene OLB)	●	↑	£373,642	£454,712	£452,971	£549,206	Stuart Watson	<p>FQ4 2017/18 - OLI Car parking income for OLI FQ4 exceeded the targeted income by £96,235, however, this is £20,397 less than FQ4 income for 2016/17.</p> <p>FQ3 2017/18 - OLI Car parking income for OLI (to date) is above anticipated target for FQ3 2017-18. The income (to date) has increased on the same period last year (FQ3 2017-17), which was £440,762.</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 worth noting that DPE is fully bedded in and it may be that users are more likely to purchase a Pay & 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>

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Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
OL&I - Percentage of community councils developing an emergency plan (Civil Contingencies)	●	➡		12 %		12 %	Carol Keeley	<p>FQ4 - 2017/18 - OLI Iona and Oban are currently developing their Emergency Plans. Iona has recently been given an Emergency Kit Bag. Regular emails are sent to offer encouragement and support to CC. Kilchrean has recently produced and submitted their Plan. They have now received a kit bag.</p> <p>FQ3 2017/18 - OLI Iona and Oban are currently developing their Emergency Plans. Iona has recently been given an Emergency Kit Bag. Regular email are sent to offer encouragement and support to CC. Kilchrean has recently produced and submitted their Plan. They will receive an Emergency Kit bag when new stock arrives.</p>
OL&I - Percentage of community councils with emergency plan (Civil Contingencies)	●	⬆	80%	76%	80%	82%	Carol Keeley	<p>FQ4 2017/18 - OLI Information would suggest that Iona and Oban are currently progressing with their plans. Kilmore and Lismore, there has been no information from them. All other CC's in the OLI area have completed and submitted an emergency plan Iona and Lismore have recently been given an Emergency Kit bag. Kilchrean have recently produced and submitted their Emergency Plan. No Kit Bage are available at the moment, but a few have been ordered, we will reserve one of these for Kilchrean. They now have their kit bag delivered.</p> <p>FQ3 2017/18 - OLI Information would suggest that Iona and Oban are currently progressing with their plans. Kilmore and Lismore, there has been no information from them. All other CC's in the OLI area have completed and submitted an emergency plan Iona and Lismore have recently been given an Emergency Kit bag. Kilchrean have recently produced and submitted their Emergency Plan. No Kit Bage are available at the moment, but a few have been ordered, we will reserve one of these for Kilchrean.</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. 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	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Dog fouling - total number of complaints OL&I (Streetscene OL&I)	●	↑	No Target	20	No Target	24	Tom Murphy	<p>FQ4 2017/18 OLI The total number of complaints registered for FQ4 was 24, the warden service in the OLI area has been working with community groups and schools on the basis of education for prevention purposes. The hot spots for dog fouling have been regular patrolled and where possible wardens engage with dog walkers regarding dog fouling.</p> <p>FQ3 2017/18 OLI The temporary warden in the OLI has been working with community groups and schools on the basis of education for prevention purposes. The hot spots for dog fouling have been regular patrolled and where possible wardens engage with dog walkers regarding dog fouling.</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.</p> <p>FQ3 2017/18 - A&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	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
LEAMS - OLI Lorn (Cleanliness Monitoring Systems)	●	↑	73	81	73	82	Stuart McCracken	<p>FQ4 2017/18 LEAMS - OLI Lorn The level of performance in the street cleanliness operations over the FQ4 period, was excellent, with the performance levels as follows, January 88, February 81 and March 75.</p> <p>FQ3 2017/18 LEAMS - OLI Lorn The level of performance in the street cleanliness operations over the FQ3 period, was very good, with the performance levels as follows, October 79, November 77 and the figure for the month of December 76.</p>
LEAMS - OLI Mull (Cleanliness Monitoring Systems)	●	↑	73	88	73	82	Stuart McCracken	<p>FQ4 2017/18 LEAMS - OLI Mull The level of street cleanliness for the FQ4 period on Mull was excellent, with performance recording at January 83, February 88 and March 82.</p> <p>FQ3 2017/18 LEAMS - OLI Mull The level of street cleanliness for the FQ3 period on Mull was very good, with performance recording at October 82 November 80 and December 80.</p>
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↑	75	79	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>

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Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	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 - OLS& (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ4 2017/18 - OLI The were no secondary school inspections completed in FQ4 2017/18 FQ3 2017-18 - OLI No inspections were carried out in FQ3 2017-18
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ4 2017/18 - A&B No inspections were carried out in FQ4 2017/18 FQ3 2017/18 - A&B No inspections were carried out in FQ3 2017/18
Percentage of pupils with positive destinations - A&B (Authority Data)	●	↑	92.0%	93.0%	92.00%	94.7%	Eileen Kay	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 92.95% 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. Helelsburgh 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. MANK 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 3.51% from the initial 2015/16 report and Tobermory High School by 9.9%. 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.

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Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
Percentage of Pre-Application enquiries processed within 20 working days - OL&I (Planning Applications)	●	↑	75.0%	72.0%	75.0%	79.5%	Peter Bain	FQ4 2017/18 - OLI 79.5% of pre-applications were turned around within 20 working days. This represents a 10% improvement on FQ3. FQ3 2017/18 - OLI Priority is afforded to determination of formal planning applications. Although the local target for closing Pre-application enquiries was missed by 3% the overall level of service delivery remains acceptable with average turnaround within the OLI area of 28 days. It is also noted that performance has been on an upward trend over the past 4 quarters.
PRC23_03-Percentage of Pre-application enquiries processed within 20 working days - A&B (Business Applications)	●	↑	75.0%	75.7%	75.0%	76.0%	Peter Bain	FQ4 2017/18 - A&B The performance target has been met for the second consecutive quarter. FQ3 2017/18 - A&B The performance target has been met for first time since FQ2 2016/17.
Householder Planning Apps: Ave no of Weeks to Determine - OL&I (Planning Applications)	●	↑	8.0 Wks	5.8 Wks	8.0 Wks	3.7 Wks	Peter Bain	FQ4 2017/18 - OLI Determining householder planning applications in an average of 3.7 weeks is an excellent achievement for the OL&I area team - the best since records began! FQ3 2017/18 - OLI OLI householder turnaround remains below the 8 week target for the 10th 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	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. 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).

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Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No. 6 - We have infrastructure that supports sustainable growth								
Street lighting - percentage of faults repaired within 5 days - OL&I (Street Lighting - Maintenance)	●	↑	75%	32%	75%	62%	Hugh O'Neill	<p>FQ4 2017/18 - OLI 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 OLI 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> <p>FQ3 2017/18 - Definition 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>FQ4 17/18 - 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> <p>FQ3 2017/18 - Definition 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>
Total number of Complaints regarding Waste Collection - OL&I Lorn (Streetscene OL&I)		↑	No Target	17	No Target	20	Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - OLI Lorn The service received 20 complaints over the FQ4 period, this is 3 more complaints than the service received over the FQ3 period. This level of performance is very good taking into account the scale of the operation in the Oban and Lorn area. The service does not want to see any increase in the number of complaints and discussions with the local service delivery team will take place in an attempt to reducing the number of complaints in forthcoming months.</p> <p>FQ3 2017/18 - OLI Lorn The service received 17 complaints over the FQ3 period, this level of performance is very good taking into account the scale of the operation in the Oban and Lorn area, however, the number is higher than normal and this was due to a number of vehicle breakdowns over the Christmas and New Year period.</p>
Total number of Complaints regarding Waste Collection - OL&I Mull (Streetscene OL&I)			No Target	0	No Target		Allan MacDonald (Streetscene)	<p>FQ4 2017/18 - OLI Mull Over the FQ4 period, the serviced received no complaints received in relation to the waste collection service on the island of Mull, this level of performance is exceptional, given the large number of properties that are serviced in relation to both domestic and commercial uplifts, covering general waste and co-mingle recycling collections.</p> <p>FQ3 2017/18 - OLI Mull Over the FQ3 period, there were no complaints received in relation to the waste collections on Mull, this level of performance is exceptional, given the large number of properties serviced both domestic and commercial, covering general waste and co-mingle recycling collections. This level of service reflects on our staff and their commitment towards providing excellent front line services.</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 calendar 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>
Islands - Number of Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓		426 Tonnes		306 Tonnes	Alan Millar	<p>FQ4 2017/18 - Islands (Outwith PPP Area) 30.7% recycling and composting for Q4</p> <p>FQ3 2017/18 - Islands (Outwith PPP Area) 36.9% recycling, composting and recovery for Q3</p>
Shanks - Number of Tonnes of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓		4,794 Tonnes		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>
Islands - % Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	36.9%	No Target	30.7%	John Blake	<p>FQ4 2017/18 - Islands (outwith PPP area) 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 (outwith PPP area) 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>
Shanks - % Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	54.7%	No Target	47.9%	John Blake	<p>FQ4 2017/18 - Waste PPP Area 54.7% recycling, composting and recovery in Q3 (36.5% recycling/composting and 18.2% recovery)</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>
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% recycled, composted and recovered in Q4 (34.6% recycling/composting and 11.2% recovery)</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>

OLI Area Scorecard FQ4 2017-18

Performance element	Status	Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Making it Happen								
OL&I Teacher Absence (Education Other Attendance)	●	↑	1.50 Avg. days lost	2.75 Avg. days lost	1.50 Avg. days lost	2.20 Avg. days lost	Anne Paterson	<p>FQ4 2017/18 - OLI This is above the target, and above the absence rate the same period in 2016/17 and the overall teacher absence throughout the year has increased. Absence in this quarter is generally higher due to seasonal infections</p> <p>FQ3 2017/18 - OLI New area measure. The performance this quarter is down on the same period last year with 644 actual days lost compared to 496 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>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>
OL&I Non-Teaching Staff Absence (Education Other Attendance)	●	↑	2.07 Avg. days lost	3.13 Avg. days lost	2.07 Avg. days lost	2.54 Avg. days lost	Jane Fowler	<p>FQ4 2017/18 - OLI 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 - OLI New area measure. The performance this quarter is an improvement on the same period last year with 227 actual days lost compared to 462 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>