

**MAKI Area Scorecard FQ2 2018-19**

Performance element	Status	Trend	Target FQ1 18/19	Actual FQ1 18/19	Target FQ2 18/19	Actual FQ2 18/19	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	0	0	Allan Brandie	<b>FQ2 2018/19 - MAKI</b> As per Q1 comments, there were no projects completed in full during quarter 2.  The remaining onsite projects are still scheduled to complete during Q3 & Q4
								<b>FQ1 2018/19 - MAKI</b> There were no Affordable Housing completions during Quarter 1. However, there are currently 10 projects onsite across Argyll & Bute with a further 5 projects likely to commence over the next few months, possibly including Dunbeg. Onsite Projects: Bute and Cowal - 1 Helensburgh and Lomond - 2 Oban, Lorn and the Isles - 4 Mid Argyll, Kintyre and Islay - 3 It is anticipated that around 100 units will be delivered from the onsite projects this year, with scope for additional units to be brought forward. The majority of the completions are currently scheduled for Quarters 3 & 4.
CC26_01-Number of new affordable homes completed per annum. (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	<b>FQ2 2018/19 - A&amp;B</b> As per Q1 comments, there were no projects completed in full during quarter 2. 8 of the 26 units at Succoth were handed over by Sept 30th, but will be counted with the remainder of the units in Oct. The remaining onsite projects are still scheduled to complete during Q3 & Q4
								<b>FQ1 2018/19 - A&amp;B</b> There were no Affordable Housing completions during Quarter 1. However, there are currently 10 projects onsite across Argyll & Bute with a further 5 projects likely to commence over the next few months, possibly including Dunbeg. Onsite Projects: Bute and Cowal - 1 Helensburgh and Lomond - 2 Oban, Lorn and the Isles - 4 Mid Argyll, Kintyre and Islay - 3 It is anticipated that around 100 units will be delivered from the onsite projects this year, with scope for additional units to be brought forward. The majority of the completions are currently scheduled for Quarters 3 & 4.

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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) ANNUAL CUMULATIVE TOTAL	●	↑	£22,529	£23,238	£55,049	£56,195	Stuart Watson	<b>FQ2 2018/19 - MAKI</b> The income for quarter two was £56,195 which is £1,146 more than the set target. Inclement weather has been quite poor, the increase in income may be down to the timing of cash banking. <b>FQ1 2018/19 - MAKI</b> The income for the period has exceeded the target by £709. Compared against 2017/18 FQ1 there has been an increase of £740. The increase may be due to the exceptionally warm and dry season.
Car Parking income to date - A&B (StreetScene) ANNUAL CUMULATIVE TOTAL	●	↑	£265,014	£265,885	£647,549	£620,057	Stuart Watson	<b>FQ2 2018/19 - A&amp;B</b> The income for FQ2 was £620,057 which is a shortfall of £27,492 against the target of £647,549. The shortfall may be down to the timing of cash banking and, if so, this should come through in the following quarter. It is possible, however, that the poor weather has had an impact on the use of car parks. <b>FQ1 2018/19 - A&amp;B</b> Overall income has exceeded the target by £871 for the period. When compared to the period 2017/18 FQ1 the income has increased by £60,167. The increase may be due to the exceptionally good weather we have had over the season.
Total number of Penalty Charge Notice Figures - MAKI			No Target	33	No Target	70	Keith Tennant	<b>FQ2 2018/19 - MAKI</b> New Traffic Regulation Order for Campbeltown is pending. Inveraray pay and display areas are now charging for the summer period. <b>FQ1 2018/19 - MAKI</b> New Traffic Regulation Order for Campbeltown is pending. Inveraray pay and display areas are now charging for the summer period.
Total number of Penalty Charge Notice Figures - A&B			No Target	2,069	No Target	1,809	Keith Tennant	<b>FQ2 2018/19 - A&amp;B</b> Commentary provided at Area level <b>FQ1 2018/19 - A&amp;B</b> Commentary provided at Area level

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Performance element	Status	Trend	Target FQ1 18/19	Actual FQ1 18/19	Target FQ2 18/19	Actual FQ2 18/19	Owner	Comments
Percentage of community councils with emergency plan MAKI (Civil Contingencies)	●	⇒	55 %	42 %	55 %	42 %	Susan Donnelly	<b>FQ2 2018/19 - MAKI</b> No changes from previous quarter
								<b>FQ1 2018/19 - MAKI</b> No changes from previous quarter
Percentage of community councils developing an emergency plan MAKI (Civil Contingencies)		⇒	No Target	32 %	No Target	32 %	Susan Donnelly	<b>FQ2 2018/19 - MAKI</b> No changes from previous quarter
								<b>FQ1 2018/19 - MAKI</b> No changes from previous quarter
Percentage of community councils with emergency plan A&B (Civil Contingencies)	●	⇒	55 %	57 %	55 %	57 %	Susan Donnelly	<b>FQ2 2018/19 - A&amp;B</b> No changes from previous quarter
								<b>FQ1 2018/19 - A&amp;B</b> No changes from previous quarter

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Performance element	Status	Trend	Target FQ1 18/19	Actual FQ1 18/19	Target FQ2 18/19	Actual FQ2 18/19	Owner	Comments
Dog fouling - total number of complaints MAKI (Streetscene MAKI)		↑	No Target	25	No Target	4	Allan MacDonald (Streetscene)	<b>FQ2 2018/19 - MAKI</b> The number of complaints received over the FQ2 period was 4. 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.
								<b>FQ1 2018/19 - MAKI</b> The number of complaints received over the FQ1 period was 25, 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.
Dog fouling - total number of complaints A&B (StreetScene)		↑	No Target	69	No Target	55	Tom Murphy	<b>FQ2 2018/19 - A&amp;B</b> The council continue to work closely 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
								<b>FQ1 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&C and we intend to carry this on to the other administrative areas.

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Performance element	Status	Trend	Target FQ1 18/19	Actual FQ1 18/19	Target FQ2 18/19	Actual FQ2 18/19	Owner	Comments
LEAMS - MAKI Islay (Cleanliness Monitoring Systems) <b>MONTHLY DATA</b>	●	⇒	73	84	73	84	Stuart McCracken	<b>FQ2 2018/19 LEAMS - MAKI Islay</b> The performance of street cleanliness on Islay through the FQ2 period remained at a very good level of performance. The level of performance is 84 for each of the months during FQ2 period, with the target level of performance being set at 73.
								<b>FQ1 2018/19 LEAMS - MAKI Islay</b> The performance of street cleanliness on Islay through the FQ1 period remained at an acceptable level of performance. The Local Environment Teams have retained a high level of performance not only through the FQ1 period, but throughout the rolling year and to achieve this standard consistently. The level of performance is 84 for each of the months during FQ1, with the target level of performance being set at 73.
LEAMS - MAKI Kintyre (Cleanliness Monitoring Systems) <b>MONTHLY DATA</b>	●	⇒	73	73	73	73	Stuart McCracken	<b>FQ2 2018/19 - MAKI Kintyre</b> The performance of street cleanliness in the Kintyre area through the FQ2 period remains at a good level of performance. The performance through the FQ2 period was July 73, August 73, September 73, this is a drop from the usual level of performance and the local management team will review the operations and look to address any issues affecting performance levels.
								<b>FQ1 2018/19 - MAKI Kintyre</b> The performance of street cleanliness on Islay through the FQ1 period remained at an excellent level of performance. The Local Environment Teams have retained a high level of performance not only through the FQ1 period, but throughout the rolling year and to achieve this standard consistently.
LEAMS - MAKI Mid Argyll (Cleanliness Monitoring Systems) <b>MONTHLY DATA</b>	●	↑	73	76	73	77	Stuart McCracken	<b>FQ2 2018/19 LEAMS - MAKI Mid Argyll</b> The performance of street cleanliness in the Mid-Argyll area through the FQ2 period remained at a very good level of performance. The level of performance is 77 for each of the months during the FQ2 period, with the Council's performance target being set at 73.
								<b>FQ1 2018/19 LEAMS - MAKI Mid Argyll</b> The level of performance remains at an excellent level for the Mid-Argyll operation, it is very encouraging to see this high level of performance being delivered consistently.
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↓	75	81	75	79	Tom Murphy	<b>FQ2 2018/19 LEAMS - A&amp;B</b> The level of performance remains at 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 good level of performance
								<b>FQ1 2018/19 LEAMS - A&amp;B</b> The level of performance is a 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 good level of performance.

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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	<b>FQ2 2018/19 - MAKI</b> There were no secondary school inspections in MAKI <b>FQ1 2018/19 - MAKI</b> Campbeltown Grammar School inspected and reported in April.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	<b>FQ2 2018/19 - A&amp;B</b> No Secondary Schools were inspected this period. <b>FQ1 2018/19 - A&amp;B</b> No Inspections carried out in secondary schools within the first quarter.
Percentage of pupils with positive destinations - A&B (Authority Data)	●	⇒	92.0%	94.7%	92.0%	94.7%	Martin Turnbull	<b>FQ2 2018/19 - A&amp;B</b> A new approach to the publication of school leaver destination statistics has been developed by Scottish Government in partnership with Skills Development Scotland (SDS). SDS will no longer publish school leaver destination statistics but instead focus on the publication of the annual Participation Measure every August; reporting and providing more detailed analysis on a much wider group of young people (all 16-19 year olds).  School Leaver Destination data for specific schools will now be collated from information available on Insight. Conformation of reporting arrangements and an analysis of the 17/18 cohort will be produced for FQ3 18/19  <b>FQ1 2018/19 - 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 % OLI Oban High increased their positive destinations by 3.81% from the initial 2015/16 report and Tobermory High School by 9.9%.

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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	7.5 Wks	8.0 Wks	8.8 Wks	Peter Bain	<b>FQ2 2018/19 - MAKI</b> Comment from Richard Kerr (Area Team Leader, MAKI)... The lengthening of time to deal with householder applications is prompted by some cases which have required negotiation, within what are a relatively small number of such applications. The average figure is not therefore indicative of the inability of the team to respond properly to such applications.
								<b>FQ1 2018/19 - MAKI</b> Turnaround of householder applications within MAKI remains within the 8 week target for the 6th consecutive quarter.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	6.9 Wks	8.0 Wks	7.6 Wks	Peter Bain	<b>FQ2 2018/19 - A&amp;B</b> Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over five years now.
								<b>FQ1 FY18/19 Benchmark</b> In the absence of data from The Scottish Government, the benchmark entered against FQ1 is currently that of FQ3 (FY17/18) which is the most up-to-date available. Benchmark figures for Scotland and The Rural Nine would normally be added by projecting the FQ4 figure for the previous financial year throughout all quarters of FY18/19 using data available on The Scottish Government website. The actual benchmark figure is then updated as and when the information becomes available. Readers should note that this is generally 3-5 months after the end of a financial quarter.
								<b>FQ1 2017/18 - A&amp;B</b> Performance target on householder development met for the 21st consecutive quarter.
Percentage of Pre-Application enquiries processed within 20 working days - MAKI (Planning Applications)	●	↓	75.0 %	28.1 %	75.0 %	28.0 %	Peter Bain	<b>FQ2 2018/19 - MAKI</b> Comment from Richard Kerr (Area Team Leader, MAKI)... The ability to respond to pre-apps has been impacted upon by officers routinely dealing with applications in the MAKI team having been reduced from 3 to 2 since December 2017 (unfilled maternity leave) with priority being given to application processing, ahead of responses to pre-application enquiries. There are currently 20 pre-apps still pending consideration. The recent departure of one of the 2 remaining officers has now left a post temporarily unfilled, which means there is little prospect in performance being improved immediately, without resources being redirected into the area from elsewhere.
								<b>FQ1 2018/19 - MAKI</b> Depleted resource has necessitated the prioritisation on processing statutory applications ahead of responding to pre-application enquiries. (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.)
PR23_03-Percentage of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0 %	71.1 %	75.0 %	67.6 %	Peter Bain	<b>FQ2 2018/19 - A&amp;B</b> Local targets have been met in 2 out of the 4 area teams. Performance is however affected by the severely depleted resources within the MAKI team which has necessitated prioritisation on processing statutory applications ahead of responding to pre-application enquiries.
								<b>FQ1 2018/19 - A&amp;B</b> Local targets have been met in 3 out of 4 area teams; performance is however affected by depleted resources within the MAKI team which has necessitated prioritisation on processing statutory applications ahead of responding to pre-application enquiries.

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<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
Street lighting - percentage of faults repaired within 10 days - MAKI (Street Lighting - Maintenance)	●	↑	75%	42%	75%	63%	Kevin McIntosh	<b>FQ2 2018/19 - MAKI</b> Performance figures demonstrate an improved performance from that which was achieved in FQ1 but recent sickness absence has hampered our ability to attend dark lamps in this particular locus. We are utilising staff and an electrician from another area.
								<b>FQ1 2018/19 - MAKI</b> Some Service redesign / changes in personnel took place in April 2018 - This and sickness absence had a detrimental effect on the service. Things have improved over the quarter as new staff became more familiar with processes and systems.
RA14_05-Percentage of street lighting repairs completed within 10 days (Street Lighting - Maintenance)	●	↑	75%	42	75%	74	Kevin McIntosh	<b>FQ2 2018/19 - A&amp;B</b> Overall performance has improved, though sickness absence has had an effect in western domains. Full compliment of staff and operatives should be available from Monday 22nd October. We would look to see continuous improvement in FQ3.
								<b>FQ1 2018/19 - A&amp;B</b> Total number of jobs was 351. Bute and Cowal - 106 Helensburgh and Lomond - 63 OLI - 106 MAKI - 76 Total overdue - 117 Performance 66.67%  When the LED project is completed it will allow staff resources to deal with lighting timescales.
Complaints ref Waste Collection MAKI (Streetscene MAKI)		↓	No Target	0	No Target	6	Allan MacDonald (Streetscene)	<b>FQ2 2018/19 - MAKI</b> During the FQ2 period, the service received 6 complaints in relation to waste collections in the MAKI area, this level of service is excellent, given the number of properties serviced relating to both domestic and commercial collections.
								<b>FQ1 2018/19 - MAKI</b> No complaints were received during the FQ1 period in relation to waste collections in the MAKI area, this level of service is excellent, given the number of properties serviced relating to both domestic and commercial collections.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↓	No Target	30	No Target	31	Tom Murphy	<b>FQ2 2018/19 - A&amp;B</b> Service complaints continue to be low in comparison to roll out period of 3 weekly collection and we continue to provide a good service to the public
								<b>FQ1 2018/19 - 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

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Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	54.30%	No Target	50.00%	John Blake	<b>FQ2 2018/19 - Waste PPP Area</b> 50% recycling, composting and recovery in Q2 (32.9% recycling/composting and 17.1% recovery).
								<b>FQ1 2018/19 - Waste PPP Area</b> Waste PPP area - 54.3% recycled ,composted and recovered (34.8% recycled/composted and 19.5% recovered)
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	27.00%	No Target	42.70%	John Blake	<b>FQ2 2018/19 - Islands</b> 42.7% recycling and composting in Q2 .
								<b>FQ1 2018/19 - Islands</b> 27% recycled and composted in Q1.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	42.40%	No Target	53.30%	John Blake	<b>FQ2 2018/19 - H&amp;L</b> 53.3% recycling ,composting and recovery in Q2 (45.6% recycling/composting and 7.7% recovery).
								<b>FQ1 2018/19 - H&amp;L</b> 42.4% recycled ,composted and recovered in Q1 (32.9% recycled/composted and 9.5% recovered).
RA24_02-Percentage of waste recycled, composted and recovered. (Waste Management Performance)	●	↑	40.0 %	48.80%	40.0 %	50.30%	John Blake	<b>FQ2 2018/19 - A&amp;B</b> 50.3% recycling, composting and recovery in Q2 (37.9% recycling/composting and 12.4% recovery).
								<b>FQ1 2018/19 - A&amp;B</b> 48.8% recycled ,composted and recovered in Q1 (33.7% recycled/composted and 15.1% recovered ).

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<b>Making It Happen</b>								
MAKI Teacher Absence (Education Other Attendance)	●	↑	1.50 Avg. days lost	1.97 Avg. days lost	1.50 Avg. days lost	0.85 Avg. days lost	Anne Paterson	<b>FQ2 2018/19 - MAKI</b> MAKI improvement from last quarter, now well within target. A positive trend.
								<b>FQ1 2018/19 - MAKI</b> On target – this sees performance back on track following a missed target in FQ4, where absence was high across the Council due to flu.
A&B Teacher Absence (Education Other Attendance)	●	↑	1.50 Avg. days lost	1.85 Avg. days lost	1.50 Avg. days lost	1.05 Avg. days lost	Anne Paterson	<b>FQ2 2018/19 - A&amp;B</b> Overall a positive trend, still well within target.
								<b>FQ1 2018/19 - A&amp;B</b> The target has been met this quarter, bringing performance back in line with the overall teacher absence rates, which have been declining over the past 3 years. This is positive.
MAKI LGE Only (HR1 - Sickness absence ABC)	●	↑	2.36 Avg. days lost	3.22 Avg. days lost	2.36 Avg. days lost	3.09 Avg. days lost	Jane Fowler	<b>FQ2 2018/19 - MAKI</b> An improvement this quarter although absence is above target. Overall absence rates show an increase in medical related absences which can be attributed in part to an aging workforce. We are also seeing higher levels of absence in the health and social care partnership with the area. Evidence shows that change can result in higher levels of stress related absence. It should also be noted that care workers and catering staff may exhibit higher rates of absence because if they have infections, they have a responsibility not to put their customer or clients at risk.
								<b>FQ1 2018/19 - MAKI</b> For the second quarter this measure is off target. Overall absence rates show an increase in medical related absences which can be attributed in part to an aging workforce. We are also seeing higher levels of absence in the health and social care partnership across the area. Evidence shows that change can result in higher levels of stress related absence. It should also be noted that care workers and catering staff may exhibit higher rates of absence because if they have infections, they have a responsibility not to put their customer or clients at risk.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↓	2.36 Avg. days lost	3.47 Avg. days lost	2.36 Avg. days lost	3.64 Avg. days lost	Jane Fowler	<b>FQ2 2018/19 - A&amp;B</b> A&B For the third consecutive quarter LGE staff absence is above target. Overall absence rates show an increase in medical related absences which can be attributed in part to an aging workforce. We are also seeing higher levels of absence in the health and social care partnership across the area. Evidence shows that change can result in higher levels of stress related absence. It should also be noted that care workers and catering staff may exhibit higher rates of absence because if they have infections, they have a responsibility not to put their customer or clients at risk. The Council is working on preventative measures, including mental health first aiders, information on wellbeing initiatives, promoting stress risk assessments and we are currently working on an action plan to take forward activities highlighted in a recent employee Wellbeing Survey.
								<b>FQ1 2018/19 - A&amp;B</b> For the second quarter this measure is slightly off target. Overall absence rates show an increase in medical related absences which can be attributed in part to an aging workforce. We are also seeing higher levels of absence in the health and social care partnership across the area. Evidence shows that change can result in higher levels of stress related absence because if they have infections, they have a responsibility not to put their customer or clients at risk. The Council is working on preventative measures, including mental health first aiders, information on wellbeing initiatives, promoting stress risk assessments and we are currently working on an action plan to take forward activities highlighted in a recent employee Wellbeing Survey.