

AREA SCORECARD FQ2 2019/20

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 2 2019/20 (July-September 2019) and illustrates the agreed performance measures.
- 1.2 A summary of all the measures is included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.
- 1.3 As agreed at the previous Area Committee meeting the individual car park income is presented in the covering report as follows:

In the report there are no 'trend' arrows for the car park income as it is a cumulative total. (Appendix 2).

As soon as current commitments allow the necessary work in Pyramid will be done to enable the individual car park income to be presented in the performance report.

Car Park	FQ2 18/19	FQ3 18/19	FQ4 18/19	FQ1 19/20	FQ2 19/20
Arrochar	3,792	7,283	7,048	9,273	16,189
Luss	50,907	20,324	12,268	35,009	50,105
H'Burgh Pier	8,775	5,553	8,234	6,231	6,078
Sinclair Street	1,289	1,206	2,001	1,010	368
TOTAL	64,763	34,366	29,551	51,523	72,741

There is a significant shortfall of approximately £100,000 due to the Traffic Regulation Order (TRO) process not being finalised. Argyll & Bute Council are carrying out a full review of the TRO process to address previous issues with specifically the Mull TRO which was legally challenged. This has delayed Duck Bay TRO ultimately reducing anticipated income.

- 1.4 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some

queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.

- 1.5 A short key to symbols / layout is attached. (Appendix 1).
- 1.6 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached. (Appendix 2).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- 2.3 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Pippa Milne, Executive Director

Jane Fowler
Head of Customer Support Services

For further information, please contact:
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Customer Support Services
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Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ2 2019/20H&L Word Report in pdf format

PERFORMANCE REPORTS – KEYS TO SYMBOLS

WORD REPORT

STATUS SYMBOL

- This is colour coded and indicates if the performance is good – Green; or off track – Red

TREND ARROW

- This indicates the trend of the performance between the last two periods

NAME IN BRACKETS (StreetScene)

- This indicates not only where in Pyramid you can find the data but also what team in the council deals with this element of performance

GREY SUCCESS MEASURE

- This indicates that the performance measure is a council-wide one

WHITE SUCCESS MEASURE

- This indicates that the performance measure is a local area one

ON GRAPHS IN PYRAMID

GREEN

- Performance is positively within desired parameters / meeting target / positively exceeding target

RED

- Performance is negatively out-with desired parameters / not meeting target / negatively exceeding target

KEY

- There is a key / explanation to each graph indicating Target / Actual / Benchmark alongside each graph

THE SCORECARD

- This is a plain summary of the success measures
- It mirrors the word report – BUT without commentary / names / teams
- It is simply a picture

Joint Over-arching Vision	Argyll and Bute's Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	BO101 We Ensure Information And Support Is Available For Everyone.	BO104 Our Communities Are Protected And Supported.	BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realise Their Potential.	BO110 We Support Businesses, Employment And Development Opportunities.	BO113 Our Infrastructure Is Safe And Fit For The Future.	BO115 We Are Efficient And Cost Effective.
	BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	BO105 Our Natural And Built Environment Is Protected And Respected.	BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	BO109 All Our Adults Are Supported To Realise Their Potential.	BO111 We Influence And Engage With Businesses and Policy Makers.	BO114 Our Communities Are Cleaner And Greener.	BO116 We Engage And Work With Our Customers, Staff And Partners.
	BO103 We Enable A Choice Of Suitable Housing Options.				BO112 Argyll & Bute Is Promoted To Everyone.		BO117 We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	<p style="text-align: center;">Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach</p>						

HELENSBURGH & LOMOND FQ2 OVERALL PERFORMANCE SUMMARY

The tables below present a summary of all of the success measures included in the Scorecard. They show the performance against targets against the previous quarters performance.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ1 19/20	FQ2 19/20	
	13	15	
9	7	RED	
9	9	NO TARGET	
31	31	TOTAL No. OF MEASURES	

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - H&L (Housing Services)	●	↑	0	0	16	16	Allan Brandie	<p>FQ2 2019/20 - H&L 30 new build completions in total during quarter 2: 14 units at Lochdon, Mull 16 units at Castle Wood, Helensburgh.</p> <p>In addition around 91 units onsite or in development for completion during quarter 3 and 4.</p> <p>Completions for Q2 (& note one added to Q1 figures – acquisition rather than new build in Southend but was delivered via SHIP so included in our SHIP stats).</p>
								<p>FQ1 2019/20 - H&L There were no completion during quarter 1.</p> <p>One development is currently on site.</p>
PR103_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑	0	0	30	30	Allan Brandie	<p>FQ2 2019/20 - A&B 30 new build completions in total during quarter 2: 14 units at Lochdon, Mull and 16 units at Castle Wood, Helensburgh.</p> <p>In addition around 91 units onsite or in development for completion during quarter 3 and 4.</p> <p>Completions for Q2 (& note one added to Q1 figures – acquisition rather than new build in Southend but was delivered via SHIP so included in our SHIP stats).</p> <p>In addition around 91 units onsite or in development for completion during quarter 3 and 4.</p> <p>Completions for Q2 (& note one added to Q1 figures – acquisition rather than new build in Southend but was delivered via SHIP so included in our SHIP stats).</p>
								<p>FQ1 2019/20 - A&B No completions were scheduled in the first quarter, however a record number of potential projects could be completed this year, and there are currently 11 developments onsite.</p> <p>Development on Site: Bute and Cowal - 1 Helensburgh and Lomond - 1 Oban, Lorn and the Isles - 5 Mid Argyll, Kintyre and Islay - 4</p>

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
Car Parking income to date - H&L (Streetscene H&L) ANNUAL CUMULATIVE TOTAL	●		£97,380	£51,523	£225,055	£124,264	Stuart Watson	<p>FQ2 2019/20 - H&L There is a significant shortfall of approximately £100,000 due to the TRO process not being finalised. Argyll & Bute Council are carrying out a full review of the TRO process to address previous issues with specifically the Mull TRO which was legally challenged. This has delayed Duck Bay TRO ultimately reducing anticipated income</p> <p>FQ1 2019/20 - H&L The income for FQ1 was £51,523 which is a shortfall of £45,857 against the target of £97,380. This is due in part due to a delay in progressing traffic regulation order for Duck Bay and Mull, on and off street parking.</p>
Car Parking income to date - A&B (StreetScene) ANNUAL CUMULATIVE TOTAL	●		£309,304	£245,425	£750,020	£578,254	Stuart Watson	<p>FQ2 2019/20 - A&B There is a shortfall in excess of £200,000 across all of Argyll & Bute. This can be attributed to the delays in TRO process for Duck Bay and Mull which has resulted in a significant reduction in the anticipated income.</p> <p>FQ1 2019/20 - A&B The income for FQ1 was £245,425 which represents a shortfall of £63,879 against the target income of £309,304. This is due in part due to a delay in progressing traffic regulation order for Duck Bay, on and off street parking.</p>
Total number of Penalty Charge Notice Figures - H&L		↓	No Target	1,099	No Target	600	Keith Tennant	<p>FQ2 2019/20 - H&L H&L One warden has been absent long term. Line painting required on resurfaced areas. Within RPZ, John Street is still awaiting bay markings and removal of yellow lines to allow enforcement. Increased attendance/duties at events required this quarter.</p> <p>FQ1 2019/20 - H&L H&L one warden is on long term absent during this quarter. Line painting required on resurfaced areas. Within RPZ, John Street is still awaiting bay markings and removal of yellow lines to allow enforcement.</p>
Total number of Penalty Charge Notice Figures - A&B		↓	No Target	2,099	No Target	1,345	Keith Tennant	<p>FQ2 2019/20 - A&B Commentary provided at area level.</p> <p>FQ1 2019/20 - A&B Commentary provided at area level.</p>

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Dog fouling - total number of complaints H&L (Streetscene H&L)		↓	No Target	28	No Target	17	Tom Murphy	FQ2 2019/20 - H&L A total of 17 dog fouling complaints were received over the FQ2 period, this is a reduction from the previous quarter, when 28 complaints were received. It is hoped that we can continue to see a reduction in the complaint numbers as the service is very aware of the public's perception on dog fouling.
								FQ1 2019/20 - H&L A total number of 28 complaints were received over the FQ1 period, this is a reduction from the previous quarter. The service is very much aware of the public perception surrounding this issue and it is hoped we can see a continued reduction in the complaint numbers. It is hoped that community forums will assist with this issue.
Dog fouling - total number of complaints A&B (StreetScene)		↓	No Target	72	No Target	47	Tom Murphy	FQ2 2019-20 - A&B There are still complaints coming in regarding dog fouling, however they are reducing. The Council will continue to work closely with partners and are aware of the public's perception on this.
								FQ1 2019-20 - A&B Complaints are still coming in regarding dog fouling, however, the Council are continuing to work alongside Police Scotland and our communications team to provide advice to all parts of our community and involving school children as part of the dog fouling campaign.
LEAMS - H&L (Cleanliness Monitoring Systems) MONTHLY DATA	●	⇒	73	72	73	72	Tom Murphy	FQ2 2019/20 LEAMS - H&L The level of performance over the FQ2 period was good, with July 72, August 72 and September 73, however there is room for improvement as the national standard is set at 67 and the Council's benchmark figure set at 73.
								FQ1 2019/20 LEAMS - H&L The level of performance over the FQ1 period was of a good standard, however there is room for improvement, with April 76, May 66 and June 74. The national standard is set at 67 with the Council's benchmark figure at 73
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems) MONTHLY DATA	●	⇒	75	80	75	80	Tom Murphy	FQ2 2019/20 LEAMS - A&B The level of performance remains at a very good standard, the service uses the annual report from Keep Scotland Beautiful and monthly inspection to assess the date and make appropriate alterations to ensure that the level of performance is maintained. The role of the Amenity Wardens have had a key influence around littering and dog fouling to assist in maintaining the good level of performance
								FQ1 2019/20 LEAMS - A&B The level of performance remains at a very good standard, the service uses the annual report from Keep Scotland Beautiful and monthly inspection to assess the date and make appropriate alterations to ensure that the level of performance is maintained. The role of the Amenity Wardens have had a key influence around littering and dog fouling to assist in maintaining the good level of performance

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Primary School Evaluations - H&L (Authority Data)	●	⇒	0.0 %	0.0 %	0.0 %	0.0 %	Maggie Jeffrey	FQ2 2019/20 There were no Primary School Inspections finalised within this quarter
								FQ1 2019/20 There were no Primary School Inspections in Helensburgh & Lomond area finalised this quarter.
% HMIE positive School Evaluations Primary incl Gaelic - A&B (Authority Data)	●		75.0%	67.0%	0.0%	0.0%	Louise Connor	FQ2 2019/20 There were no School Inspections finalised during this period
								FQ1 2019/20 Small Isles Primary School and Clachan Primary School Inspections were finalised in Quarter 1
% HMIE positive Secondary School Evaluations - H&L (Authority Data)	●	⇒	0.0%	0.0%	0.0%	0.0%	Maggie Jeffrey	FQ2 2019/20 Hermitage Academy follow up inspection was published on 27/8/2019.
								FQ1 2019/20 There were no Secondary School Inspections finalised in Helensburgh & Lomond during this quarter.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0.0%	0.0%	0.0%	0.0%	Maggie Jeffrey	FQ2 2019/20 Hermitage Academy follow through inspection was finalised on 27/8/2019
								FQ1 2019/20 There were no inspections during this quarter.
Percentage of pupils with positive destinations - A&B (Authority Data)	●	⇒	92.0 %	94.7%	92.0 %	94.7%	Martin Turnbull	FQ2 2019/20 School leaver destination statistics are no longer published but instead the focus is 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 now requires to be collated from information available on Insight.
								FQ1 2019/20 No update due for FQ1 2019-20

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
Percentage of Pre-Application enquiries processed within 20 working days - H&L (Planning Applications)	●	↑	75.0 %	81.6%	75.0 %	92.3%	Peter Bain	<p>FQ2 2019/20 - H&L Turnaround of pre-apps has been above the 75% target for four years now.</p> <p>FQ1 2019/20 - H&L Turnaround of pre-apps has been above the 75% target for four years now.</p>
Percentage of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↑	75.0 %	76.6%	75.0 %	80.6%	Peter Bain	<p>FQ2 2019/20 - A&B 75% target achieved in FQ2. Officer level performance reporting was recently rolled out to assist Area Team Leaders in monitoring individual performance. Aimed at assisting the prioritisation of workload, this would appear to be paying dividends already.</p> <p>FQ1 2019/20 - A&B 75% target achieved in FQ1. Officer level performance reporting was recently rolled out to assist Area Team Leaders in monitoring individual performance. Aimed at assisting the prioritisation of workload, this would appear to be paying dividends already.</p>
Householder Planning Apps: Ave no of Weeks to Determine - H&L (Planning Applications)	●	↓	8.0 Wks	8.1 Wks	8.0 Wks	8.3 Wks	Peter Bain	<p>FQ2 2019/20 - H&L Resilience of the H&L team has been reduced as a result of Service Redesign with periods of officer absence during FQ2 adversely affecting performance. Target has been fractionally missed for the second successive quarter following a six year period of achievement. Staff resilience is expected to remain at reduced levels for FQ3 however recruitment has been commenced with a view to addressing this issue in the medium to longer term.</p> <p>FQ1 2019/20 - H&L Resilience of the H&L team has been reduced as a result of Service Redesign with periods of officer absence during FQ1 adversely affecting performance. Target has been fractionally missed for the first quarter in over six years.</p>
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↑	8.0 Wks	7.4 Wks	8.0 Wks	7.1 Wks	Peter Bain	<p>FQ2 2019/20 - A&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 six years now.</p> <p>Projected Benchmarks for Service Measures Benchmark figures for Scotland and The Rural Nine have been projected three Financial Quarter's ahead, using the last known quarterly figure (FY18/19 FQ4) published by The Scottish Government. This is to ensure that the benchmark field is populated on Scorecards. Readers should note that since the reporting frequency changed from quarterly to biannually (in FY18/19) information is generally published at the end of January and July.</p> <p>Benchmarking Information: Comparison to Scottish Average and "Rural 9" Average Benchmark figures for Scotland and The Rural Nine are taken from The Scottish Government website when the information becomes available. Readers should note that since the reporting frequency changed from quarterly to biannually (in FY18/19) information is generally published at the end of January and July.</p> <p>For information the Rural Nine authorities are: Aberdeenshire, Argyll & Bute, Dumfries & Galloway, Highland, Perth & Kinross, Scottish Borders; Eilean Siar, Orkney Islands, Shetland Islands.</p> <p>FQ1 2019/20 - A&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 six years now.</p>

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - percentage of faults repaired within 10 days - H&L (Street Lighting - Maintenance)	●	↑	75%	83%	75%	84%	Callum Robertson	<p>FQ2 2019/20 - H&L The performance has remained largely static over the period , with a 1% improvement on FQ1 East Electrician , based in Dunoon was able to reach the majority of Lomond locations within the 10 day target.</p> <p>FQ1 2019/20 - H&L Amended procedure and protocols plus the presence of a new member of staff - trainee Street Lighting Team Leader have improved recording accuracy. Management of resources to rectify faults within timescales also improved. However some staff absence has restricted the level of improvement here relative to adjacent areas.</p>
RA113_04-Percentage of street lighting repairs completed within 10 days (Street Lighting - Maintenance)	●	↓	75%	87%	75%	79%	Callum Robertson	<p>FQ2 2019/20 - A&B Installation of LED luminaires as part of the luminaire replacement project. Works are nearing completion across the Council's network. The new LED Luminaires are proving more reliable with a number of dark lamps being reported significantly reduced. We are also in the process of replacing a number of columns in the poorest condition.</p> <p>FQ1 2019/20 - A&B The number of jobs has fallen each month in FQ1, April - 81, May - 40, June - 29 as has the number of overdue jobs, April - 12, May - 5, June - 2. The team are currently investigating reasons as to why there are overdue jobs and this information will be updated when available.</p>
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	39.7%	No Target	45.1%	John Blake	<p>FQ2 2019/20 45.1% recycled ,composted and recovered (29.1% recycling/composting plus 16% recovery). Year to date is 42.7% recycling/composting and recovery.</p> <p>FQ1 2019/20 Q1 - 39.7% recycled ,composted and recovered in PPP area (20.6% recycling/composting and 19.1% recovered).</p>
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	42.1%	No Target	45.9%	John Blake	<p>FQ2 2019/20 45.9% recycled ,composted and recovered . Year to date is 44.1%</p> <p>FQ1 2019/20 Q1 - 42.1% recycled and composted</p>
H&L - % Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	55.7%	No Target	55.1%	Alan Millar	<p>FQ2 2019/20 - H&L 55.1% recycled ,composted and recovered (47.7% recycling/composting plus 7.4% recovery). Year to date is 55.4% recycled/composted and recovered.</p> <p>FQ1 2019/20 - H&L Q1 - 55.7% recycled ,composted and recovered (48.4% recycling/composting and 7.3% recovered).</p>
RIS114_01 - A&B Wide - Percentage of waste recycled, composted and recovered. (Waste Management Performance)	●	↑	40.0 %	45.5%	40.0 %	48.4%	John Blake	<p>FQ2 2019/20 - A&B 48.4% recycled ,composted and recovered in Q2 (36.8% recycling/composting plus 11.6% recovery). Year to date - 47% recycled, composted and recovered.</p> <p>FQ1 2019/20 - A&B Q1 - 45.5% recycled ,composted and recovered (32.5% recycling/composting and 13% recovered)</p>

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Total number of Complaints regarding Waste Collection - H&L (Streetscene H&L)		↓	No Target	8	No Target	2	Tom Murphy	FQ2 2019/20 - H&L There has been a marked improvement on the number of complaints regarding waste collection for the Helensburgh/Lomond area for the FQ2 period, with only 2 complaints received as opposed to 8 for the FQ1 period. This level of performance from our waste collection service is excellent given the large number of domestic and commercial properties serviced as well as the wide range of services being delivered from general waste, kerbside comingle collections, glass recycling and food waste kerbside collections.
								FQ1 2019/20 - H&L There were only 8 complaints registered during the FQ1 period for the Helensburgh/Lomond area. This level of performance from our waste collection service is excellent considering the large number of properties both domestic and commercial and also the different wide range of services being delivered, from general waste collections, kerbside co-mingle collections, glass recycling and food waste kerbside collections.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	12	No Target	20	Tom Murphy	FQ2 2019/20 - A&B The number of service complaints are lower this period than last, which is very good. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.
								FQ1 2019/20 - A&B The number of service complaints are lower this period than last, which is very good. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.

H&L Area Scorecard FQ2 2019-20								
Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Making It Happen								
H&L Teacher Absence (Education Attendance)	●	↑	1.50 Avg. days lost	2.33 Avg. days lost	1.50 Avg. days lost	1.66 Avg. days lost	Anne Paterson	<p>FQ2 2019/20 - H&L The absence rate for teachers in Helensburgh and Lomond has decreased in comparison the previous quarter. The decrease is attributable to a reduction in days lost due to seasonal infections and medical treatment.</p> <p>FQ1 2019/20 - H&L Unlike other areas and teachers absence overall, the Helensburgh and Lomond area have experienced an increase in teachers sickness absence in comparison to last quarter and remains above target. The increase in absence relates to increasing days lost due to stress and medical treatment.</p>
A&B Teacher Absence (Education Attendance)	●	↑	1.50 Avg. days lost	1.82 Avg. days lost	1.50 Avg. days lost	1.52 Avg. days lost	Anne Paterson	<p>FQ2 2019/20 - H&L Overall teacher absence has reduced during the second quarter although remains slightly above target. The overall trend for teachers absence is reducing.</p> <p>FQ1 2019/20 - H&L Overall teacher absence has reduced during the first quarter although remains slightly above target. The reduction is mainly attributed to a reduction in absence associated with infections, gastrointestinal problems and stress.</p>
H&L LGE Only (HR1 - Sickness absence ABC)	●	↑	2.36 Avg. days lost	2.61 Avg. days lost	2.36 Avg. days lost	2.01 Avg. days lost	Carolyn McAlpine	<p>FQ2 2018/19 - H&L Absence levels for Helensburgh and Lomond LGE staff has reduced this quarter in comparison to the previous quarter and is now within target. The reduction in mainly attributable to a reduction in absence relating to medical treatment and stress.</p> <p>FQ1 2018/19 - H&L The absence rate for LGE staff in Helensburgh and Lomond has decreased in comparison the previous quarter in line with the trend for LGE staff overall although remains above target. The decrease is attributable to a reduction in days lost due to seasonal infections and medical treatment.</p>
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↑	2.36 Avg. days lost	3.42 Avg. days lost	2.36 Avg. days lost	3.02 Avg. days lost	Carolyn McAlpine	<p>FQ2 2019/20 - A&B Absence levels for overall LGE staff has reduced this quarter in comparison to the previous quarter but remains above target. The reduction is mainly attributable to a reduction in colds, flu and absence relating to medical treatment.</p> <p>FQ1 2019/20 - A&B Overall LGE absence has reduced slightly in comparison to the previous quarter although remains above target. The most significant reductions when compared with the previous quarter are in relation to seasonal colds and flu and stress.</p>