

## AREA SCORECARD FQ4 2019/20

**1 Background**

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 4 2019/20 (January-March 2020) 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 previously the individual car park income is presented in the covering report until current commitments allow the necessary work in Pyramid. At which point individual car park income will be presented within the performance report.

There are no 'trend' arrows for the car park income as it is a cumulative total. The measure is currently in a consistent format for the Council and all 4 administrative areas.

Total income for Q4 was £182,342. However £36,816 of this was received via cashless methods (debit card/mobile phone) and due to coding issues with these methods payment could not be attributed to individual car parks or be broken down by area. As a result FQ4 the car park income is presented by Area only. This issue has been resolved for the new financial year.

Area	FQ1 19/20	FQ2 19/20	FQ3 19/20	FQ4 19/20	TOTALS
<b>B&amp;C</b>	£23,358.00	£17,316.00	£21,285.00	£20,574.00	<b>82,533.00</b>
<b>H&amp;L</b>	£51,523.00	£72,741.00	£32,493.00	£35,321.00	<b>192,078.00</b>
<b>MAKI</b>	£24,126.00	£32,466.00	£12,950.00	£47.00	<b>69,589.00</b>
<b>OLI</b>	£146,418.00	£210,306.00	£151,208.00	£89,584.00	<b>597,516.00</b>
<b>CASHLESS PAYMENTS - ALL AREAS</b>				£36,816.00	<b>36,816.00</b>
<b>SUB TOTAL</b>	£245,425.00	£332,829.00	£217,936.00	£182,342.00	<b>978,532.00</b>
<b>TOTAL INCOME RECEIVED</b>					<b>978,532.00</b>
<b>TARGET INCOME</b>					<b>1,167,077.00</b>
<b>INCOME DIFFERENCE</b>					<b>-188,545.00</b>

There is a Council wide shortfall of approximately 20% of budgeted income. It should be noted that the car parks at Arrochar, Duck Bay, Kidston Park and Luss were temporarily closed shortly after the Covid Lockdown was announced. All other car parks remained open albeit their use was very limited due to lockdown. This has also impacted on the car park income.

- 1.4 At the last Area Committee meeting it was agreed to replace the Positive Destinations measure with the following Participation measure –

***The proportion of 16 – 19 year olds participating in a positive destination (Education, Training or Employment.)***

The information is currently recorded in the Skills Development Scotland (SDS) Datahub. Further analysis of the data can indicate patterns such as young people not participating or young people that we have lost contact with.

Unfortunately the impact of Covid-19 has meant the measure has not yet been built in Pyramid. It is hoped this will be resolved before the next Area Committee meeting.

The latest participation rate data up to FQ4 2019/20 for Argyll and Bute wide is 93.16% as at FQ3 2019/20.

Going forward this information will be available for both Area and Council wide on a quarterly basis.

- 1.5 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.
- 1.6 A short key to symbols / layout is attached. (Appendix 1).
- 1.7 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

#### **Interim Executive Director with responsibility for Customer Support Services**

**Jane Fowler**  
**Head of Customer Support Services**

For further information, please contact:  
Sonya Thomas  
Performance and Improvement Officer  
Customer Support Services  
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Appendix 1: Key to symbols

Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes

Appendix 3: FQ4 2019/20 H&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	<b>BO101</b> We Ensure Information And Support Is Available For Everyone.	<b>BO104</b> Our Communities Are Protected And Supported.	<b>BO106</b> Our Looked After Young People Are Supported By Effective Corporate Parenting.	<b>BO108</b> All Our Children And Young People Are Supported To Realise Their Potential.	<b>BO110</b> We Support Businesses, Employment And Development Opportunities.	<b>BO113</b> Our Infrastructure Is Safe And Fit For The Future.	<b>BO115</b> We Are Efficient And Cost Effective.
	<b>BO102</b> We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	<b>BO105</b> Our Natural And Built Environment Is Protected And Respected.	<b>BO107</b> The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	<b>BO109</b> All Our Adults Are Supported To Realise Their Potential.	<b>BO111</b> We Influence And Engage With Businesses and Policy Makers.	<b>BO114</b> Our Communities Are Cleaner And Greener.	<b>BO116</b> We Engage And Work With Our Customers, Staff And Partners.
	<b>BO103</b> We Enable A Choice Of Suitable Housing Options.				<b>BO112</b> Argyll & Bute Is Promoted To Everyone.		<b>BO117</b> 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;"><b>Caring, Committed, Collaborative &amp; Creative</b>  <b>Cùramach, Dealasach, Cruthachail agus Com-pàirteach</b></p>						

## HELENSBURGH & LOMOND FQ4 2019/20 OVERALL PERFORMANCE SUMMARY

The table below presents a summary of all of the success measures in the scorecard.  
They show the performance against targets and the trend against the pervious quarter's performance.  
Measures with 'no trend data' are the cumulative Car Parking income measures.

### SUMMARY OF PERFORMANCE AGAINST TARGETS

FQ3 2019/20	FQ4 2019/20
11	12
10	9
10	10
31	31

GREEN  
RED  
NO TARGET  
TOTAL

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
<b>Corporate Outcome No 1 - People live active, healthier and independent lives</b>								
Number of affordable social sector new builds - H&L (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	<b>FQ4 2019/20 H&amp;L</b> No units in Helensburgh and Lomond
								<b>FQ3 2019/20 H&amp;L</b> No new affordable housing completions during Qtr 3 2019/20.
DEG103_01 [PR103_01]- Number of new affordable homes completed per annum. (Housing Services)	●	↑	22	22	32	32	Allan Brandie	<b>FQ4 2019/20 A&amp;B</b> During Qtr 4 there were 32 new build completions in total: 8 units at Port Ellen (WHHA); 10 units at INVERBREAC, BARCALDINE (WHHA); 2 units Connel (ACHA); 12 units- Glenshellach, Oban (ACHA)
								<b>FQ3 2019/20 A&amp;B</b> Affordable housing completions = 22 completed. 18 in OLI and 4 in MAKI.

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
<b>Corporate Outcome No.2 - People live in safer and stronger communities</b>								
Car Parking income to date - H&L (Streetscene H&L) <b>ANNUAL CUMULATIVE TOTAL</b>	●	↑↑	£ 286,787	£ 156,757	£350,200	£192,078	Stuart Watson	
Car Parking income to date - A&B (StreetScene) <b>ANNUAL CUMULATIVE TOTAL</b>	●	↑↑	£ 955,747	£ 796,190	£941,716	£1,167,077	Stuart Watson	
A&B - Number of Parking Penalty Notices Issued (Streetscene)		↑↑	No Target	1,196	No Target	1,214	Keith Tennant	
H&L - Number of Parking Penalty Notices Issued (Streetscene H&L)		↑↑	No Target	652	No Target	701	Keith Tennant	

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Dog fouling - total number of complaints H&L (Streetscene H&L)		↓	No Target	18	No Target	25	Tom Murphy	<b>FQ4 2019/20 H&amp;L</b> A total of 25 dog fouling complaints were received in the Helensburgh area in the last quarter, this is an increase of 7 on the last quarter. It is hoped that in the coming months we will see a significant reduction in cases as the service is very much aware of the public's perception surrounding this issue.
								<b>FQ3 2019/20 H&amp;L</b> A total of 18 dog fouling complaints were received in the Helensburgh and Lomond area for the period FQ3, this is on a par with last quarter. It is hoped over the coming months we see a reduction in the number of complaints received as the service is very aware of the public's perception on dog fouling.
Dog fouling - total number of complaints A&B (Streetscene)		↓	No Target	59	No Target	74	Tom Murphy	<b>FQ4 2019/20 A&amp;B</b> There has been again another increase in the number of dog fouling complaints over the whole of Argyll and Bute for the 4th Quarter. This is unacceptable and the service will arrange for additional patrols when resources permit. The reduction in the number of Amenity Enforcement Wardens from 9 FTEs to 4 FTEs will have had an effect on the increase in complaints as there will have been an obvious reduction on patrols therefore less visibility as a deterrent. The other reasons for the increase could be down to poor dog ownership and with the dark nights some dog owners are less reluctant to clean up after their dogs.
								<b>FQ3 2019/20 A&amp;B</b> The surge in complaints for the FQ3 quarter is unacceptable and the service will arrange for additional patrols when resource permits. The reasons for this increase may be to do with poor dog ownership. The reduction in the number of Amenity Enforcement Wardens from 9 FTEs to 4 FTEs, has seen an obvious reduction on patrols therefore less visibility as a deterrent. The other reason for the increase in complaints may be due to the time of year and dark nights, some dog owners become less reluctant to cleaning up after their dogs.
LEAMS - H&L Helensburgh (Cleanliness Monitoring Systems) <b>AVERAGE MONTHLY DATA FOR QUARTER</b>	●	↑	73	70	73	75	Tom Murphy	<b>FQ4 2019/20 H&amp;L</b> There is an increase in the level of performance within the Helensburgh/Lomond area for the past quarter. Well exceeding the National Standard of 67, the performance figures are; January 73, February 80 and March 71.
								<b>FQ3 2019/20 H&amp;L</b> The level of performance for the FQ3 period exceeded the national standard of 67 with October 70, November 69 and December 72, however there is room for improvement and it is hoped that for FQ4 Helensburgh and Lomond will meet the benchmark figure set at 73.



## H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems) <b>AVERAGE MONTHLY DATA FOR QUARTER</b>	●	⇓	73	79	73	79	Tom Murphy	<p><b>FQ4 2019/20 A&amp;B</b> Again this quarter the level of street cleanliness performance across Argyll and Bute is at a very good standard. The service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the date and make appropriate alterations to work schedules to ensure that the level of performance is maintained.</p> <p><b>FQ3 2019/20 A&amp;B</b> The level of street cleanliness performance across the areas is 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.</p>
<b>Corporate Outcome No.3 - Children and young people have the best possible start</b>								
No Area Committee Measures to report on for Corporate Outcome 3								
<b>Corporate Outcome No.4 - Education, skills and training maximises opportunities for all</b>								
% HMIE positive Primary School Evaluations - H&L (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	<p><b>FQ4 2019/20 H&amp;L</b> There were no secondary inspections finalised in this quarter</p> <p><b>FQ3 2019/20 H&amp;L</b> There were no Primary Inspections finalised in this period</p>
% HMIE positive School Evaluations Primary incl Gaelic - A&B (Authority Data)	●	⇓	17%	17%	0%	0%	Maggie Jeffrey	<p><b>FQ4 2019/20 A&amp;B</b> There were no secondary inspections finalised in this quarter</p> <p><b>FQ3 2019/20 A&amp;B</b> Arinagour Primary and Lochnell Primary Inspections where finalised this quarter</p>
% HMIE positive Secondary School Evaluations - H&L (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	<p><b>FQ4 2019/20 H&amp;L</b> There were no secondary inspections finalised in this quarter</p> <p><b>FQ3 2019/20 H&amp;L</b> There were no secondary inspections finalised in this quarter</p>
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	<p><b>FQ4 2019/20 A&amp;B</b> There were no secondary inspections finalised in this quarter</p> <p><b>FQ3 2019/20 A&amp;B</b> There were no secondary inspections finalised in this quarter</p>

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
<b>Corporate Outcome No.5 - The economy is diverse and thriving</b>								
Householder Planning Apps: Ave no of Weeks to Determine - H&L (Planning Applications)	●	↑	8.0 Wks	7.7 Wks	8.0 Wks	7.2 Wks	Peter Bain	<b>FQ4 2019/20 H&amp;L</b> Householder planning applications were determined within the target of 8 weeks by the H&L team. Average time taken was 7.2 weeks.
								<b>FQ3 2019/20 H&amp;L</b> Householder planning applications were determined within the target of 8 weeks by the H&L team. Average time taken was 7.7 weeks, which is particularly impressive given that there were 33% more householder applications than the same quarter last year.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↑	8.0 Wks	7.4 Wks	8.0 Wks	7.6Wks	Peter Bain	<b>FQ4 2019/20 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 <i>over six years now</i>
								<b>FQ3 2019/20 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 six years now. FQ3 saw a 20% increase in householder applications on the same quarter last year.
% of Pre-application enquiries processed within 20 working days - H&L (Planning Applications)	●	↑	75.0 %	75.6 %	75.0 %	77.3 %	Peter Bain	<b>FQ4 2019/20 H&amp;L</b> Turnaround of pre-apps within H&L has now been above the target of <u>77.3% for four years, demonstrating consistency.</u>
								<b>FQ3 2019/20 H&amp;L</b> Turnaround of pre-apps within H&L has now been above the target of 75% for four years, demonstrating consistency.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0 %	75.0 %	75.0 %	66.1 %	Peter Bain	<b>FQ4 2019/20 A&amp;B</b> The teams in Helensburgh & Lomond continue to meet all targets. Priority is given to statutory targets for processing planning applications, which has been achieved at the expense of processing PREAPP's. * * Please refer to ATL Comments specific to the Area PREAPP performance measures.
								<b>FQ3 2019/20 A&amp;B</b> The target to process 75% of pre-application enquiries within 20 working days has been achieved for the third consecutive quarter.

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
Street lighting - H&L percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	⇓	75 %	54 %	75 %	16 %	Callum Robertson	<b>FQ4 2019/20 H&amp;L</b> Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The resources for H&L area are based in Dunoon, therefore there is a added travel element to the reactive repairs timescale which means targets may be missed.
								<b>FQ3 2019/20 H&amp;L</b> Responses to reactive repairs have been affected by a combination of December annual leave and sickness absence, coupled with commitments to programmed project works in FQ3. The limited availability of the qualified electricians, able to inspect and either re-categorise or rectify "DARK LAMPS" had caused the response rates to drop. Assessments are being made on the programming of reactive repairs and project works during January, towards addressing both commitments in FQ4.
RIS113_04 [RA113_04]- Percentage of street lighting repairs completed within 10 days (Street Lighting - Maintenance)	●	⇓	75 %	36 %	75 %	41 %	Callum Robertson	<b>FQ4 2019/20 A&amp;B</b> There were a number of cable faults which needed to be pursued with power companies and the team have been working with SSE to get these resolved. Covid19 further compounded work to progress repairs in March as staff were working to dangerous defects only.
								<b>FQ3 2019/20 A&amp;B</b> There were a number of cable faults which needed to be pursued with power companies and the team have been working with SSE to get these resolved.
Total number of Complaints regarding Waste Collection H&L (Streetscene H&L)		⇓	No Target	4	No Target	11	Tom Murphy	<b>FQ4 2019/20 H&amp;L</b> There were 11 waste collection complaints in the Helensburgh/Lomond area for the last quarter, this is higher than the last 3 quarters but 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 collection, glass recycling and food waste kerbside collections.
								<b>FQ3 2019/20 H&amp;L</b> For the FQ3 period there were only 4 waste collection complaints received for the Helensburgh and Lomond area. Given the large number of properties both domestic and commercial serviced and the also the range of services being delivered, from general waste, recyclable waste, glass recycling and food waste collections, this is an excellent service.

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↓	No Target	6	No Target	19	Tom Murphy	<b>FQ4 2019/20 A&amp;B</b> The number of waste collection complaints has risen this quarter, however given the inclement weather and breakdowns this service is still good. In general all collections were carried out, some areas may have been a few days late. Information regarding delayed uplifts was posted on the Council's web page to inform the public.
								<b>FQ3 2019/20 A&amp;B</b> The number of service complaints has again dropped from the previous quarter, only 6 complaints were received in relation to the service across the whole of the district. Given the inclement weather and vehicle breakdowns this is very good. In general terms all collections were carried out, however in some areas these may have been a few days late. Information regarding delayed uplifts is passed to the customer from the customer contact centre advising them of the amended uplift date. Where collections were running late the information was posted on the Council web page to inform the public of the alterations to collection days.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	49.7 %	No Target	42.5%	John Blake	<b>FQ4 2019/20 Waste PPP Area</b> 42.5% recycling and recovery (26% recycling/composting plus 16.5% recovery). Slight drop in Q4 mainly due to dip in Renew mechanical biological treatment plants performance in February and suspension of Council kerbside recycling services from 24th March during Covid-19 Emergency. 19/20 year figure in PPP area is 44.7% recycling and recovery (26.9% recycling/composting plus 17.8% recovery)
								<b>FQ3 2019/20 Waste PPP Area</b> 49.7% recycled, composted and recovered (29.2% recycled, composted plus 20.5% recovered). Year to date figure is 44.9% (26.5% recycled, composted plus 18.4% recovered).

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	44.1 %	No Target	36.8%	John Blake	<b>FQ4 2019/20 Islands</b> 36.8% recycling and composting .Slight dip in performance mainly due to suspension of Council kerbside recycling services from 24th March during Covid-19 Emergency. 19/20 year - 42% recycling/composting and recovery.
								<b>FQ3 2019/20 Islands</b> 44.1% recycled, composted and recovered. Year to date figure is 43.5%.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	49.3 %	No Target	48.4%	Alan Millar	<b>FQ4 2019/20 H&amp;L</b> 48.4% recycling and recovery (39.9% recycling/composting plus 8.5% recovery).Slight drop in performance mainly due to suspension of Council recycling services from 24th March during Covid-19 Emergency. 19/20 year - 52.5% recycling and recovery (44.7% recycling/composting plus 7.8% recovery).
								<b>FQ3 2019/20 H&amp;L</b> 49.3% recycled, composted and recovered (41% recycled, composted plus 8.3% recovered). Year to date is 53.6% (45.9% recycled, composted plus 7.7% recovered).
RIS114_01 [RA114_01]- Percentage of Waste Recycled, Composted and Recovered (Waste Management Performance)	●	↓	40.0 %	49.0 %	40.0 %	43.8%	John Blake	<b>FQ4 2019/20 A&amp;B</b> In FQ4 - 43.8% recycling and recovery (31.2% recycling/composting plus 12.6% recovery). For the year 19/20 - 46.9% recycling and recovery (34% recycling/composting plus 12.9% recovery). The percentage of waste recycled and recovered tends to sit around the 44-46% mark with only minor fluctuations across the years. There was a drop in FQ4 due to the Renew (formerly Shanks) mechanical biological treatment (MBT) plants diversion performance during February at Lingerton (by Lochgilphead) and Moleigh (by Oban) waste facilities . The reason was mainly due to technical issues at both plants during that month and they were fully operational again during March. The Council suspended kerbside recycling services from 24th March due to the Covid19 emergency which has also had an impact on figures. This measure will be significantly affected by Covid19 in the next financial quarter.
								<b>FQ3 2019/20 A&amp;B</b> 49.0% recycled, composted and recovered (34.3% recycled, composted plus 14.7% recovered) Year to date figure is 47.6% (34.5% recycled, composted plus 13.1% recovered).

### H&L Area Scorecard FQ4 2019/20

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
<b>Making It Happen</b>								
H&L Teacher Absence (Education Other Attendance)	●	⇓	1.50 Days	1.87 Days	1.50 Days	2.31 Days	Anne Paterson	<p><b>FQ4 2019/20 H&amp;L</b> Increase again in Q4 attributable to long term absence due to a number of conditions despite instances of short term absence due to infections decreasing.</p> <p><b>FQ3 2019/20 H&amp;L</b> H&amp;L have increased slightly in work days lost. There are currently 6 members of staff off on long-term absence in this area, due to a variety of absence reasons.</p>
A&B Teacher Absence (Education Other Attendance)	●	⇓	1.50 Days	2.05 Days	1.50 Days	2.38 Days	Anne Paterson	<p><b>FQ4 2019/20 A&amp;B</b> Q4 shows a slight increase in absence from Q3, but this is a continuation of the seasonal colds and flu period and is reflected in the short term absence figures.</p> <p><b>FQ3 2019/20 A&amp;B</b> FQ2 (Jul-Sep) is the summer period with few staff at work, therefore is traditionally the lowest quarter for sickness absence. FQ3 (Oct-Dec) traditionally experiences an increase in absence days lost due to seasonal colds and flus. The most amount of days lost are due to stress, medical treatment and cancer which all lie within the long term absence category. Currently there is almost a 50/50 split in terms of number of short term vs long term absence.</p>
H&L LGE Only (HR1 - Sickness absence ABC)	●	⇑	2.36 Days	3.47 Days	2.36 Days	3.44 Days	Carolyn McAlpine	<p><b>FQ4 2019/20 H&amp;L</b> Number of days lost has remained fairly static. Short term frequent due to cold/infections has reduced but instances of stress had increased.</p> <p><b>FQ3 2019/20 H&amp;L</b> H&amp;L have increased slightly in work days lost. There are currently 5 members of staff off on long-term absence in this area. This is currently attributable to an increase in absences related to medical treatment.</p>
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	⇑	2.36 Days	3.29 Days	2.36 Days	3.19 Days	Carolyn McAlpine	<p><b>FQ4 2019/20 A&amp;B</b> Slight decrease in WDL from previous quarter but short term absence in this quarter has remained fairly static. Instances of long term absence due to stress has increased.</p> <p><b>FQ3 2019/20 A&amp;B</b> FQ2 (Jul-Sep) is the summer period with few staff at work, therefore is traditionally the lowest quarter for sickness absence. FQ3 (Oct-Dec) traditionally experiences an increase in absence days lost due to seasonal colds and flus. The most amount of days lost are due to stress, medical treatment and cancer which all lie within the long term absence category. Currently there is almost a 50/50 split in terms of number of short term vs long term absence.</p>