

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

- 1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 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 previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no 'trend' arrows for the car park income as it is a cumulative total.

- 1.4 Also as previously agreed the Positive Destinations measure has been replaced with the following Participation measure –

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

This information is now displayed on the Scorecard at both Council wide and Area level.

- 1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and

subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Area Scorecard and Performance Report.

- 1.6 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.
- 1.7 A short key to symbols / layout is attached. (Appendix 1).
- 1.8 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-

- a) Notes the performance presented on the Scorecard and supporting commentary.
- b) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- c) Agree to the proposed presentation of Car Park Income
- d) Agree to the removal of both Primary and Secondary School Inspection measures.
- e) 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	None. If requested the Area Committee Performance Report can be supplied in a different format.
3.5.2	Socio-economic Duty	None
3.5.3	Islands	None
3.6	Risk	None
3.7	Customer Service	None

Kirsty Flanagan, 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
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration to Business Outcomes to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 OLI Scorecard

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>						

OBAN, LORN & THE ISLES FQ2 2020/21 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	FQ4 2019/20	FQ2 2020/21	GREEN RED NO TARGET TOTAL
	9	13	
	11	7	
	11	12	
	31	32	

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - OL&I (Housing Services)	●	↑	0	0	22	22	Allan Brandie	FQ2 2020/21 OLI 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 OLI All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑	0	0	28	18	Allan Brandie	FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
OLI - Number of Parking Penalty Notices Issued (Streetscene OL&I)		↑	No Target	0	No Target	376	Hugh O'Neill	<p>FQ2 2020/21 OLI Oban car parks and parking spaces quieter than last year. Wardens assigned to Lomondside, particularly at weekends.</p> <p>FQ1 2020/21 OLI No patrols - Covid.</p>
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑	No Target	57	No Target	2,761	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.</p>
Car Parking income to date - OL&I (Streetscene OL&I)	●	↑	£147,170	£36,113	£367,207	£122,090	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 OLI Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>
<i>Non Charging - OLI</i>				£0		£361		
<i>Non-Trunk, Oban</i>				£2,529		£38,980		
<i>Trunk, Oban</i>				£0		£6,624		
<i>Oban</i>				-£259		-£379		
<i>Albany Street, Oban</i>				£330		£2,358		
<i>Corran No.1, Oban</i>				£2		£5,485		
<i>Corran No.2, Oban</i>				£57		£3,741		
<i>Esplanade, Oban</i>				£35		£332		
<i>Gananvan, Oban</i>				£3,600		£585		
<i>Lochavullin, Oban</i>				£44		£1,870		
<i>Longsdale, Oban</i>				£98		£228		
<i>Market Street, Oban</i>				£188		£430		
<i>North Pier, Oban</i>				£26,511		£12,642		
<i>Tweeddale Street, Oban</i>				£460		£11,717		
<i>Craignure, Mull</i>				£3		£220		
<i>Fionnphort, Mull</i>				£2,514		£783		

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Car Parking income to date - A&B (StreetScene)	●	↑	£252,705	£43,711	£630,531	£230,268	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B</p> <p>Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints OL&I (Streetscene OL&I)	●	⇒	12	7	12	7	Tom Murphy	FQ2 2020/21 OLI The number of dog fouling complaints received for the months of July, August and September is the same as the last quarter, 7. The service will continue to monitor this over the next quarter and hopefully see a reduction.
								FQ1 2020/21 OLI The number of dog fouling complaints in the Oli area has reduced from 10 to 7 over the months of April, May and June. The service is aware of the public's perception of this issue, the service will continue to monitor this.
Dog fouling - total number of complaints A&B (StreetScene)	●	⇓	78		78	49	Tom Murphy	FQ2 2020/21 A&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the Number of Amenity Enforcement Wardens. The service is aware of the public's perception on this.
								FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
LEAMS [Local Environment Audit and Management System] - OL&I Lorn (Cleanliness Monitoring Systems) MONTHLY DATA	●	⇒	73		73	82	Tom Murphy	FQ2 2020/21 OLI Lorn The level of street cleanliness in the Lorn area for FQ2 is high, with a figure of 82. The LEAMS reporting has just resumed again after being suspended due to Covid-19.
								FQ1 2020/21 OLI Lorn Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS [Local Environment Audit and Management System] - OL&I Mull (Cleanliness Monitoring Systems) MONTHLY DATA	●	⇒	73		73	82	Tom Murphy	FQ2 2020/21 OLI Mull The street cleanliness figure for the Isle of Mull is high at 82 for FQ2, this is very good. LEAMS reporting has been suspended from April due to Covid 19 and has only returned.
								FQ1 2020/21 OLI Mull Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems) MONTHLY DATA	●	↑	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Target figure.
								FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	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 Secondary School Evaluations - OL&I (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 OLI No inspections.
								FQ1 2020/21 OLI No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 A&B No inspections.
								FQ1 2020/21 A&B No inspections.
OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●				94.00%	96.70%	Martin Turnbull	FQ2 2020/21 OLI Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the OLI figures for this quarter are above both the Argyll and Bute average and the national average.
								FQ1 2020/21 OLI Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	●				94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3.
								FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - OL&I (Planning Applications)	●	⇓	75.0%	88.9%	75.0%	75.0%	Peter Bain	FQ2 2020/21 OLI Target met (75%) for the second consecutive quarter.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	⇓	75.0%	81.5%	75.0%	78.6%	Peter Bain	FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%.
								FQ1 2020/21 A&B Above target at 81.5%.
Householder Planning Apps: Ave no of Weeks to Determine - OL&I (Planning Applications)	●	⇓	8.0 Wks	8.9 Wks	8.0 Wks	9.9 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period.</p>

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	⇓	8.0 Wks	8.0 Wks	8.0 Wks	11.6 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period.</p>
								<p>Benchmarking 2020/21</p> <p>This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.</p>
								<p>FQ1 2020/21 A&B</p> <p>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>

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - OL&I percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↑	75%	15%	75%	20%	Hugh O'Neill	FQ2 2020/21 OLI Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. There is still a further issue related to miss-allocation of "dark lamps" when requests of service are entered from the public, as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify. This takes longer than the 10 day target for a purely "dark lamp" repair.
								FQ1 2020/21 OLI 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.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↓	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs.
								FQ1 2020/21 A&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 capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection - OL&I Lorn (Streetscene OL&I)		↑	No Target	13	No Target	0	Tom Murphy	FQ2 2020/21 OLI Lorn There were no waste collection complaints received for the months of July, August and September in Lorn. This is an excellent level of service given the number of properties, both domestic and commercial serviced.
								FQ1 2020/21 OLI Lorn There were 13 complaints received regarding waste collection in the Lorn area for the FQ1 period. Although this is higher than the previous quarter it is still a good level of service given the number of properties serviced.
Total number of Complaints regarding Waste Collection - OL&I Mull (Streetscene OL&I)		⇒	No Target	0	No Target	0	Tom Murphy	FQ2 2020/21 OLI Mull Again this quarter, July, August and September, there were no waste collection complaints received for the Island of Mull, and excellent service.
								FQ1 2020/21 OLI Mull Again this quarter there were no waste collection complaints received for the Isle of Mull. This is an excellent level of service.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	25	No Target	10	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. 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 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)	●	↑↑	45.00%	31.80%	45.00%	46.60%	John Blake	<p>FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June.</p> <p>FQ1 2020/21 A&B 31.8 % recycling ,composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.</p>
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	38.70%	No Target	47.60%	John Blake	<p>FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June .</p> <p>FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.</p>
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	15.60%	No Target	32.10%	John Blake	<p>FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June.</p> <p>FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.</p>
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	23.20%	No Target	48.80%	John Blake	<p>FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June.</p> <p>FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% recycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.</p>

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Making It Happen								
OL&I Teacher Absence (Education Other Attendance)	●	↑	1.50 Days	1.18 Days	1.50 Days	0.48 Days	Anne Paterson	FQ2 2020/21 OLI OLI has experienced a continued decrease in WDL In FQ2 due to a significant decrease in long term absence particularly in stress absence.
								FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↓	1.50 Days	0.82 Days	1.50 Days	0.92 Days	Anne Paterson	FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences.
								FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
OLI LGE Only (HR1 - Sickness absence ABC)	●	↓	2.36 Days	2.06 Days	2.36 Days	2.73 Days	Carolyn McAlpine	FQ2 2020/21 OLI An increase in short term absences, particularly in stress absence, has contributed to the increase between FQ1 and FQ2.
								FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↓	2.36 Days	1.94 Days	2.36 Days	2.29 Days	Carolyn McAlpine	FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.

Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - OL&I	Actual 22 ▲	Target 22 ↕	DEG103_01-Number of new affordable homes completed per annum.	Actual 28 ▲	Target 28 ↕	Benchmark 75 ↕
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Corporate Outcome - People live in safer and stronger communities

Car Parking Income to date - OL&I	Actual £ 122,090 ▼	Target £ 367,207 ↕	Car Parking Income to date - A&B	Actual £ 230,268 ▼	Target £ 630,531 ↕
OLI - Number of Parking Penalty Notices Issued	Actual 376 ↕	A&B - Number of Parking Penalty Notices Issued	Actual 2,761 ↕		
Dog fouling - total number of complaints OL&I	Actual 2 ↕	Dog fouling - total number of complaints A&B	Actual 10 ↕		
LEAMS [Local Environment Audit and Management System] - OL&I Lorn	Actual 81 ▲	Target 81 ↕	LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual 81 ▲	Target 81 ↕
LEAMS - OL&I Mull	Actual 82 ▲	Target 82 ↕			

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - OL&I	Actual 9.9 Wks ▼	Target 8.0 Wks ↕	Benchmark 11.6 Wks ↕	Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual 11.6 Wks ▼	Target 8.0 Wks ↕	Benchmark ↕
% of Pre-Application enquiries processed within 20 working days - OL&I	Actual 75.0 % ▲	Target 75.0 % ↕	Benchmark 78.6 % ↕	% of Pre-application enquiries processed within 20 working days - A&B	Actual 78.6 % ▲	Target 75.0 % ↕	

Making It Happen

OL&I Teacher Absence	Actual 0.48 Days ▲	Target 1.50 Days ↕	A&B Teacher Absence	Actual 0.92 Days ▲	Target 1.50 Days ↕
OLI LGE Only	Actual 2.73 Days ▼	Target 2.36 Days ↕	A&B LGE Staff Summary - Combined Office & Non Office	Actual 2.29 Days ▲	Target 2.36 Days ↕

Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - OL&I	Actual 0 % ▲	Target 0 % ↕	HMIE positive Secondary School Evaluations - A&B	Actual ↕	Target ↕	Benchmark ↕
OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment	Actual 96.70 % ▲	Target 96.70 % ↕	EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment	Actual 95.2 % ▲	Target 94.00 % ↕	Benchmark 92.6 % ↕

Corporate Outcome - We have infrastructure that supports sustainable growth

Street lighting - OL&I percentage of faults repaired within 10 days	Actual 20 % ▼	Target 75 % ↕	RIS113_09-The percentage of street lighting fault repairs are completed within 10 working days	Actual 29 % ▼	Target 75 % ↕		
Total number of Complaints regarding Waste Collection - OL&I Lorn	Actual 0 ↕	Total number of Complaints regarding Waste Collection - OL&I Mull	Actual 0 ↕	Total number of Complaints regarding Waste Collection - A&B	Actual 10 ↕		
Shanks - Percentage of Waste Recycled, Composted & Recovered	Actual 47.6 % ↕	Islands - Percentage of Waste Recycled, Composted & Recovered	Actual 32.1 % ↕	RIS114_01-The percentage of waste that is recycled, composted or recovered	Actual 46.6 % ▲	Target 45.0 % ↕	Benchmark 48.9 % ↕
H&L - Percentage of Waste Recycled, Composted & Recovered	Actual 48.8 % ↕						



OLI Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - OL&I	Actual	0 %	
	Target	0 %	

HMIE positive Secondary School Evaluations - A&B	Actual	
	Target	
	Benchmark	

OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment	Actual	96.70 %	
	Target	96.70 %	

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment	Actual	95.2 %	
	Target	94.00 %	
	Benchmark	92.6 %	




OLI Area Scorecard 2020-21


FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'


Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - OL&I


Actual 22 

Target 22 

DEG103_01-Number of new affordable homes completed per annum.

Actual 28 

Target 28

Benchmark 75 

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - Actual £ 122,090 **R**
 OL&I Target £ 367,207 **↑**

Car Parking income to date - Actual £ 230,268 **R**
 A&B Target £ 630,531 **↑**

Dog fouling - total number of Actual 2 **→**
 complaints OL&I

Dog fouling - total number Actual 10 **G**
 of complaints A&B Target 26 **↑**

LEAMS [Local Environment Actual 81 **G**
 Audit and Management System] - OL&I Lorn **↓**

LEAMS [Local Environment Actual 81 **G**
 Audit and Management System] - Argyll and Bute Target 81 **↑**
 monthly average

LEAMS - OL&I Mull Actual 82 **G**
→



OLI Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - OL&I	Actual	9.9 Wks	R
	Target	8.0 Wks	↓
	Benchmark	11.6 Wks	

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual	11.6 Wks	R
	Target	8.0 Wks	↑
	Benchmark		

% of Pre-Application enquiries processed within 20 working days - OL&I	Actual	75.0 %	G
	Target	75.0 %	↓
	Benchmark	78.6 %	

% of Pre-application enquiries processed within 20 working days - A&B	Actual	78.6 %	G
	Target	75.0 %	↓

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - OL&I Lorn
 Actual 0 ↑

Total number of Complaints regarding Waste Collection - OL&I Mull
 Actual 0 →

Shanks - Percentage of Waste Recycled, Composted & Recovered
 Actual 47.6 % ↑

Islands - Percentage of Waste Recycled, Composted & Recovered
 Actual 32.1 % ↑

H&L - Percentage of Waste Recycled, Composted & Recovered
 Actual 48.8 % ↑

Street lighting - OL&I percentage of faults repaired within 10 days
 Actual 20 % **R**
 Target 75 % ↑

Total number of Complaints regarding Waste Collection - A&B
 Actual 10 ↑

RIS114_01-The percentage of waste that is recycled, composted or recovered
 Actual 46.6 % **R**
 Target 45.0 % ↑
 Benchmark 48.9 %

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
 Actual 29 % **R**
 Target 75 % ↓



OLI Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Making It Happen

OL&I Teacher Absence	Actual	0.48 Days	🟢
	Target	1.50 Days	⬆️

A&B Teacher Absence	Actual	0.92 Days	🟢
	Target	1.50 Days	⬇️

OLI LGE Only	Actual	2.73 Days	🔴
	Target	2.36 Days	⬇️

A&B LGE Staff Summary - Combined Office & Non Office	Actual	2.29 Days	🟢
	Target	2.36 Days	⬇️