

FQ4 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ4 2020/21 performance for the Development and Economic Growth Service.

Delivering Our Outcomes – This highlights past performance as illustrated through the Services' Key Performance Indicators

KEY TO SYMBOLS

R Indicates the performance has not met the expected Target

G Indicates the performance has met or exceeded the expected Target

↓ ↑ → The Performance Trend Arrow indicates the direction of travel compared to the last performance reporting period

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

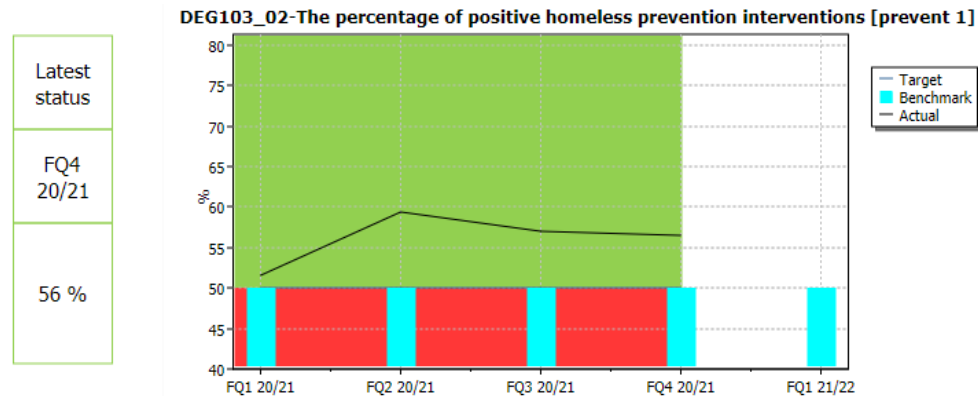
Indicator: DEG103_02-The percentage of positive homeless prevention interventions.

Why measure this? We personalise preventative measures to help people access a housing option that meets their needs. This statutory measure recognises the importance to prevent homelessness.

Commentary: This target is focused on the effective prevention work carried out by Housing staff and during the period of the Covid-19 pandemic the Housing Service has continued to provide housing advice and assistance via a virtual service. During quarter 4 this has resulted in positive interventions for 56% of households seeking advice. Of the remaining 44% - 25% made a homeless application, 11% lost contact and 8% resolved their housing issue. Positive interventions by Housing staff enabled 84 (46%) of households to remain in their own accommodation, 17 households (9%) secured an RSL tenancy and 6 (3%) secured a private tenancy. Overall, Helensburgh and Lomond recorded the highest number of households requiring to make a homeless application with 22 (50%) of households approaching the housing service in Helensburgh and Lomond making a homeless application. Number of homeless applications in other areas were: Bute and Cowal – 1 (4%) of households seeking advice within this area Oban, Lorn and the Isles – 11 (18%) of households seeking advice within this area Mid Argyll, Kintyre and Islay – 11 (20%) of households seeking advice within this area

This indicator is above target however performance has decreased since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
50%	56% G	50%	↓



Latest status
FQ4 20/21
56 %

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Indicator: DEG104_02- The percentage of public health service requests that are resolved within 20 working days.

Why measure this? We work quickly to protect public health or nuisance conditions that impact on health and wellbeing. Any justified corrective action is taken quickly. This measure is also reported to the national performance network.

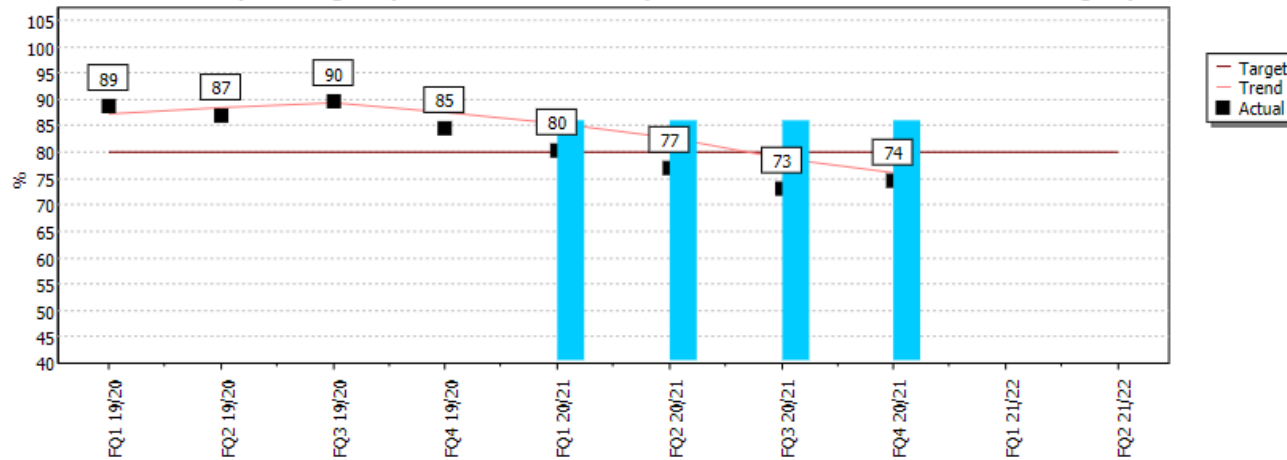
Commentary: Despite competing and new service demands especially relating to COVID and EU exit, we managed to halt the slide over the last 2 quarters for the measure relating to the resolution times for service requests. Whilst the target is 80%, we achieved 74%, an increase of 1% from Q3. It should be noted that all service requests are investigated and completed, timescales vary depending on the complexity of the matter and available resources. Service requests which are high priority are always dealt with first and these have focused on our general work, and also COVID referrals from Test and Protect or responding to complaints about standards in premises etc. In reviewing performance for FQ4 and comparing statistics, it is clear that: this is good performance as the service requests, excluding export health certificates, have increased by 12% this year.

This indicator is below target however performance has improved since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
80%	74%	86%	↑

DEG104_02-The percentage of public health service requests that are resolved within 20 working days

Latest status
FQ4 20/21
74 %



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Indicator: DEG105_01-Respond to Building Warrant applications within 20 days.

Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

Commentary: Excellent team performance will all key performance measures above target. There is a dip in performance in this measure for responding to building warrants within 20 working days from 96.9% to 92.5% in Q4. This is due to a variety of different reasons including annual leave carry forward from 2020 which had to be taken in Q4, absence in the Helensburgh office, reactive work associated with agents coming back with further information, amended applications and work associated with dangerous buildings. However, performance is still well above our target.

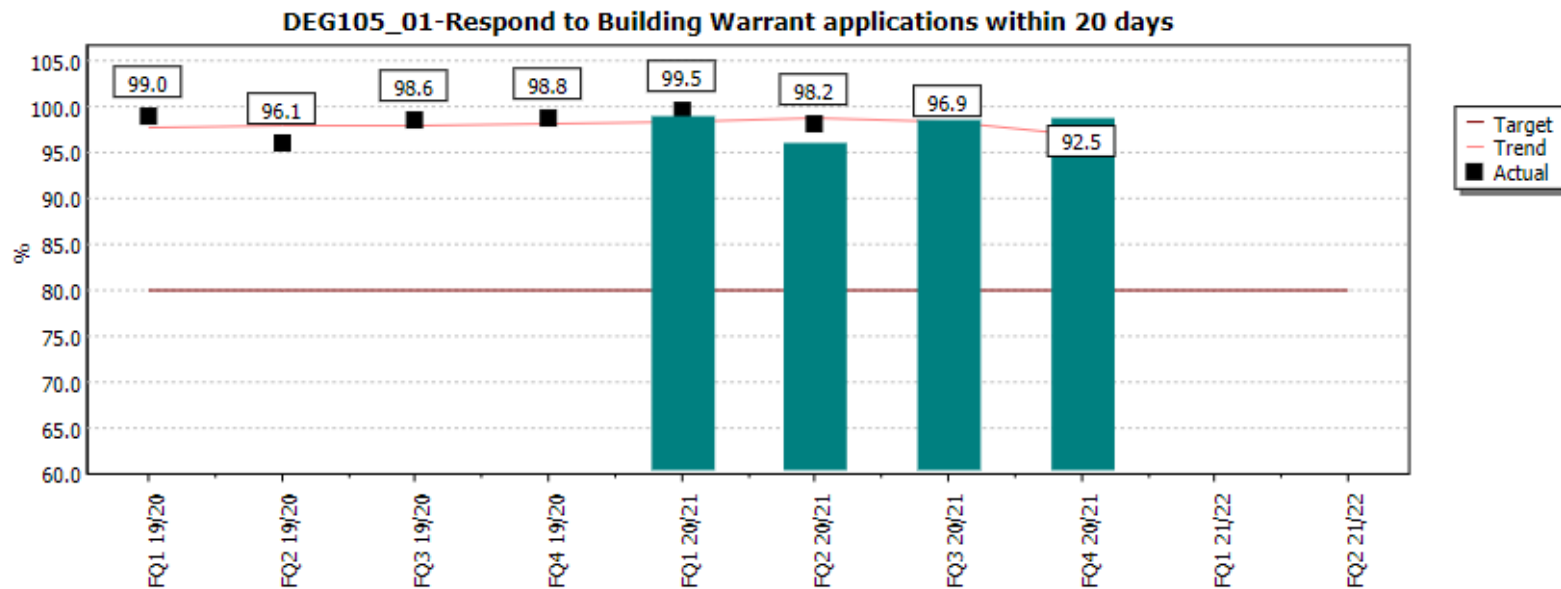
This indicator is above target, however performance has decreased since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
80%	92.5% G	99%	↓

Latest status

FQ4 20/21

92.5 %



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This report provides an overview of the FQ4 2020/21 performance for the Development and Economic Growth Service.

Indicator: DEG110_03-The number of new businesses start-ups supported.

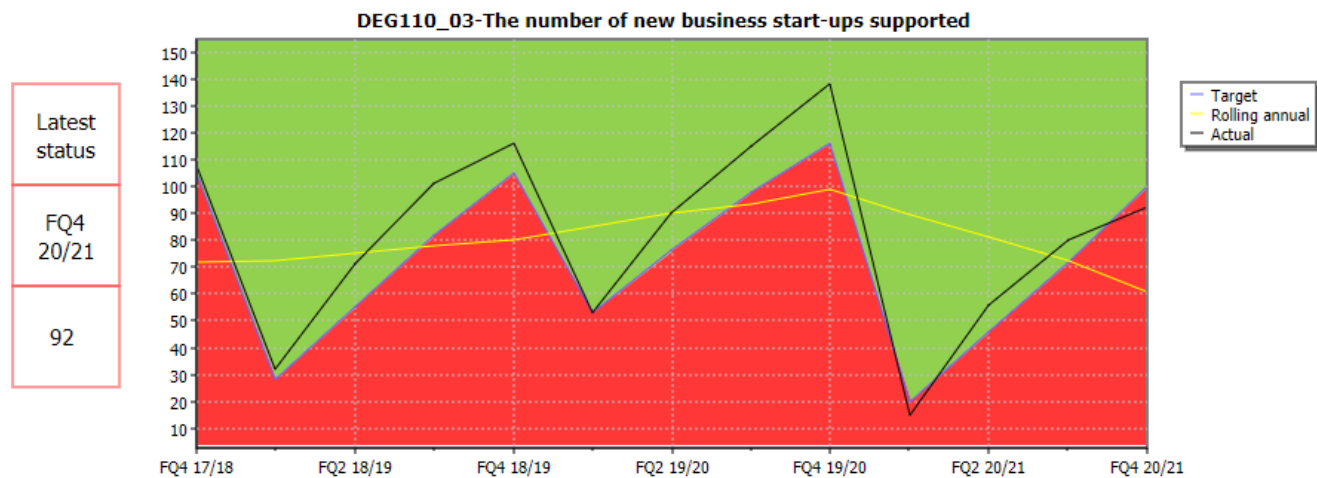
Why measure this? Topical or legislative workshops and/or advisory support is offered to new business start-ups. The advice given is free, impartial and confidential. This is a key driver to growing our economy.

Commentary: The number of new businesses supported in Q4 was 11 against a target of 28 (39% of target). This shortfall is due to there being no adviser capacity to follow up pre-start clients supported by Business Gateway to see if they had subsequently started up. This was due to the enormous workload placed on the team to administer the Strategic Framework Business Fund when Argyll and Bute moved into lockdown.

Start-ups for the year supported is 92 against a target of 100. This is the first year since Business Gateway started in 2009 that the target of 100+ has not been met. Although the target has not been met this is a great achievement during the pandemic year where many businesses have been closed and it has been extremely difficult for people to start a business.

This indicator is below target however performance has improved since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
100	92 R	No Benchmark	↑



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<p>Indicator: DEG110_05-The above national average level of planning application approval rates is maintained. Why measure this? We commit resource at an early stage in the planning process to improve/negotiate any substandard submissions. The high approval rate indicates the Council's commitment to delivery positive outcomes.</p>																					
<p>Commentary: Planning application approval rate was 96.1% It has consistently been above target (95%) for over seven years now, demonstrating that we are open for business.</p>																					
<p>This indicator is above target however performance has decreased since the last reporting period</p>																					
<p>TARGET FQ4 95%</p>	<p>ACTUAL FQ4 96.1% G</p>	<p>BENCHMARK 93.7% Scottish Average</p>	<p>PERFORMANCE TREND ↓</p>																		
<p>DEG110_05-The above national average level of planning application approval rates is maintained</p>																					
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Latest status</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">FQ4 20/21</div> <div style="border: 1px solid black; padding: 5px;">96.1 %</div>	<table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Actual Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr><td>FQ1 19/20</td><td>97.5</td></tr> <tr><td>FQ2 19/20</td><td>97.7</td></tr> <tr><td>FQ3 19/20</td><td>97.0</td></tr> <tr><td>FQ4 19/20</td><td>96.9</td></tr> <tr><td>FQ1 20/21</td><td>98.5</td></tr> <tr><td>FQ2 20/21</td><td>97.7</td></tr> <tr><td>FQ3 20/21</td><td>97.3</td></tr> <tr><td>FQ4 20/21</td><td>96.1</td></tr> </tbody> </table>			Quarter	Actual (%)	FQ1 19/20	97.5	FQ2 19/20	97.7	FQ3 19/20	97.0	FQ4 19/20	96.9	FQ1 20/21	98.5	FQ2 20/21	97.7	FQ3 20/21	97.3	FQ4 20/21	96.1
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FQ4 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ4 2020/21 performance for Road and Infrastructure Services.

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FQ4 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ4 2020/21 performance for Road and Infrastructure Services.

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: RIS113_02-The percentage of roads in need of maintenance as defined by the annual survey.

Why measure this? A safe and reliable road network is a key requirement to ensure our communities, businesses and the tourist sector can thrive. The Road Condition Index (RCI) is a set of indicators used across the whole of Scotland for the local road network.

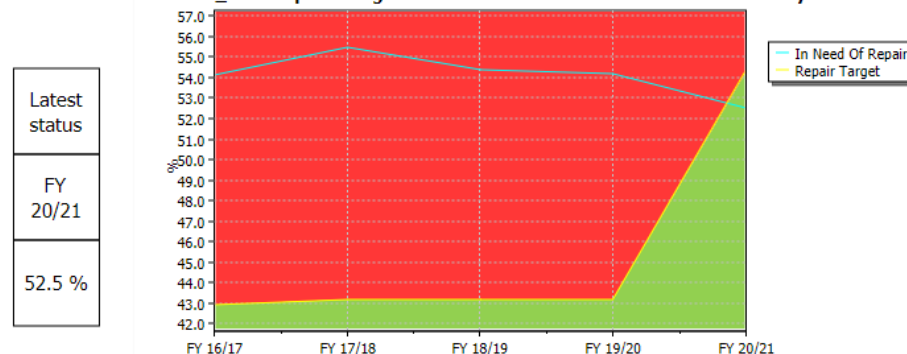
Commentary: The latest Roads Condition Index (RCI) figure is 52.5%. Please note surveys were not carried out on the island road network when the main surveys were undertaken during 2020 due to the pandemic and various travel restrictions. Below are the nationally agreed Scottish Road Condition Survey requirements, with Argyll and Bute doing a full network survey to give a more accurate output once every 4 years, therefore this should not have a huge impact on the overall survey output. • 100 per cent of A class roads with the direction of travel changed in alternate years • 50 per cent of B and C class roads with the remaining 50 per cent surveyed the following year. The direction of travel is also alternated such that every B and C class road lane is surveyed every four years • 10 per cent of unclassified roads are surveyed in one direction each year.

This indicator is below target however performance has improved since the last reporting period

TARGET 2019/20	ACTUAL 2019/20	BENCHMARK	PERFORMANCE TREND
54.4%	52.5% R	64.7%	↑

RIS113_02-The percentage of roads in need of maintenance as defined by the annual survey.

RIS113_02-The percentage of roads in need of maintenance as defined by the annual survey



Latest status
FY 20/21
52.5 %

FQ4 2020/21 PERFORMANCE REPORT

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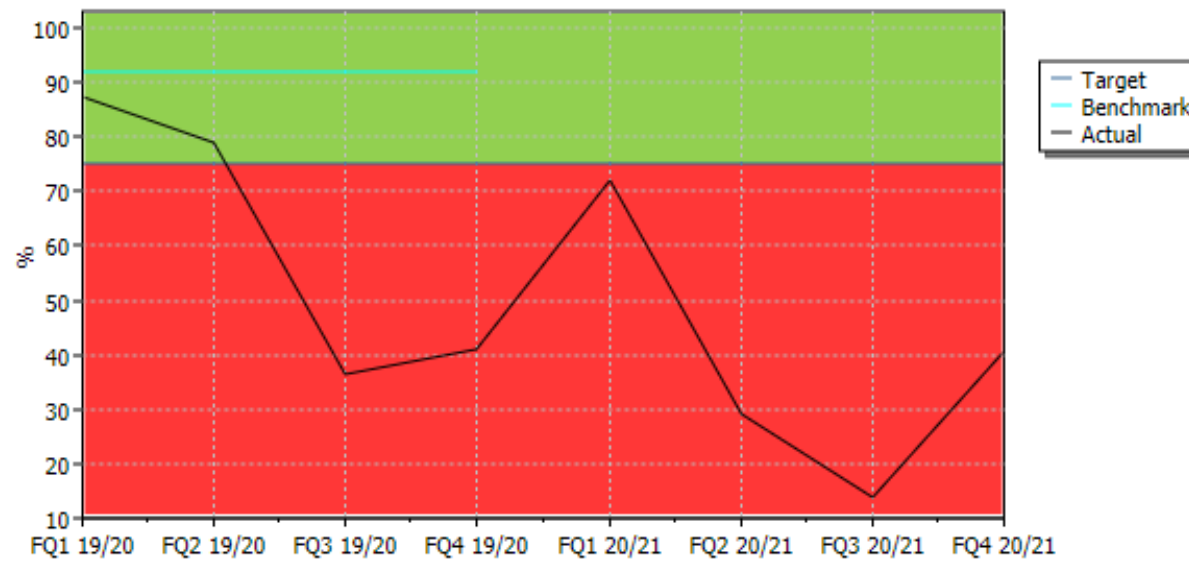
Indicator: RIS113_05-Percentage of street lighting fault repairs are completed within 10 days Why measure this? Robust street lighting repairs help keep our communities and roads safe.			
Commentary: Whilst the performance in FQ4 of 40% is an improvement from 14% in FQ3 the service acknowledges that performance is still below target and has implemented an action plan to improve performance. There is the overarching issue of the geographical spread of faults in the system and the related isolated and reduced level of physical resources to deliver the service. At present there remains one Electrician based in Dunoon covering mainly Eastern districts and one in Lochgilphead covering mainly Western and Island districts. The Operations Team are actively pursuing the appointment of a third Electrician based in Helensburgh, to give a more responsive service to this "third" of the Street lighting inventory. The interview process is planned for Late April / Early May. The service has introduced a Street Lighting Service Disruption page onto our Website and identified an issue with the Asset Management system (LMS) which does not automatically provide updates to customers reporting faults on our street lighting Network. We have been working with staff in the contact centre and RIS Administration to pick up updates from LMS and add these to Oracle to ensure better updates are being received. The team are holding regular Network and Operational Meetings to provide staff with support and highlight areas for improvement, this is being managed with a set of actions in an improvement plan. The Street Lighting report that went to March EDI Committee advised that a number of lighting faults are attributed to underground cabling faults that are the responsibility of electricity companies. The Northern Roads Collaboration is collectively lobbying for electricity providers to either effect speedier repairs to underground faults or allow Councils to progress the necessary works subject to being able to do this at no additional costs to Councils.			
This indicator is below target however performance has improved since the last reporting period			
TARGET FQ4 75%	ACTUAL FQ4 40% R	BENCHMARK TBC	PERFORMANCE TREND

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RIS113_05: The percentage of street lighting fault repairs that are completed within 10 days

Latest status
FQ4 20/21
40 %



FQ4 2020/21 PERFORMANCE REPORT


This report provides an overview of the FQ4 2020/21 performance for Road and Infrastructure Services.

Indicator: RIS114_01-Percentage of waste that is recycled, composted or recovered

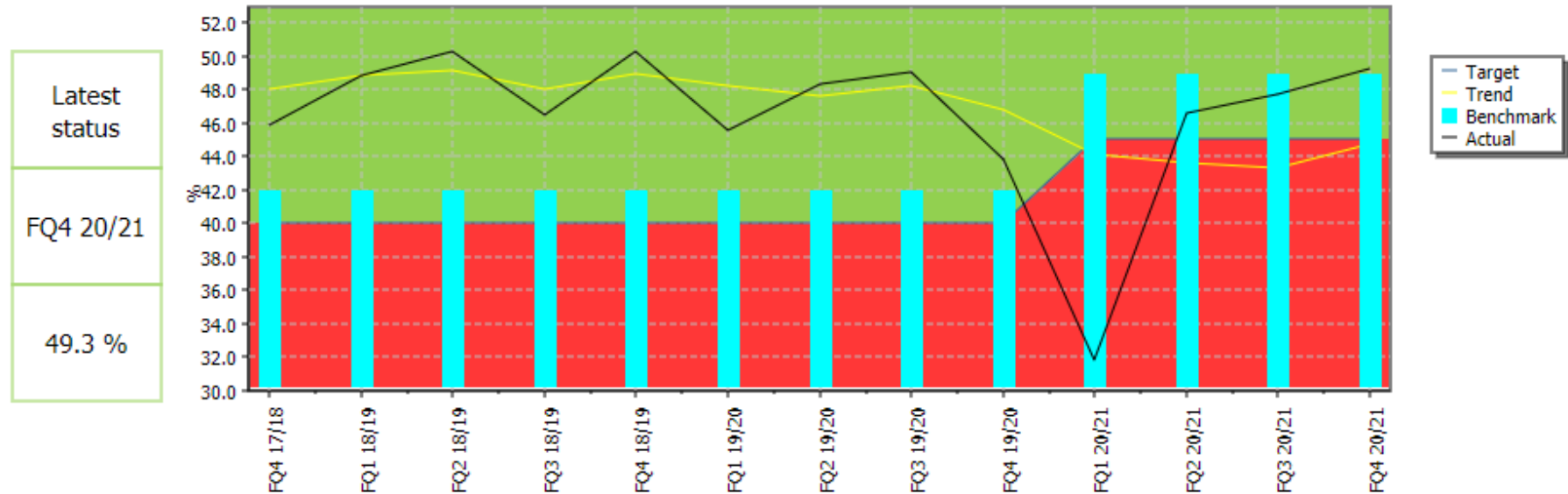
Why measure this? We aim to reduce the amount of material going to landfill. Managing the percentage of waste that is recycled, composted or recovered helps to better understand landfill trends and, where possible, apply interventions to increase diversions from landfill.

Commentary: 49.3% recycling, composting and recovery (37.1% recycling/composting plus 12.2% recovery). Recycling percentages overall in FQ4 are similar to pre-covid rates and have returned well since kerbside recycling was suspended during early months of Pandemic. Full year figure for recycling and recovery at 45.1% (29.4% recycling/composting plus 15.7% recovery).

This indicator is above target and performance has improved since the last reporting period

TARGET FQ4 45.0%	ACTUAL FQ4 49.3% G	BENCHMARK 48.9% 2018/19	PERFORMANCE TREND 
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RIS114_01-Percentage of waste that is recycled, composted or recovered



FQ4 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ4 2020/21 performance for Road and Infrastructure Services.

Indicator: RIS114_03-Percentage of street cleanliness.

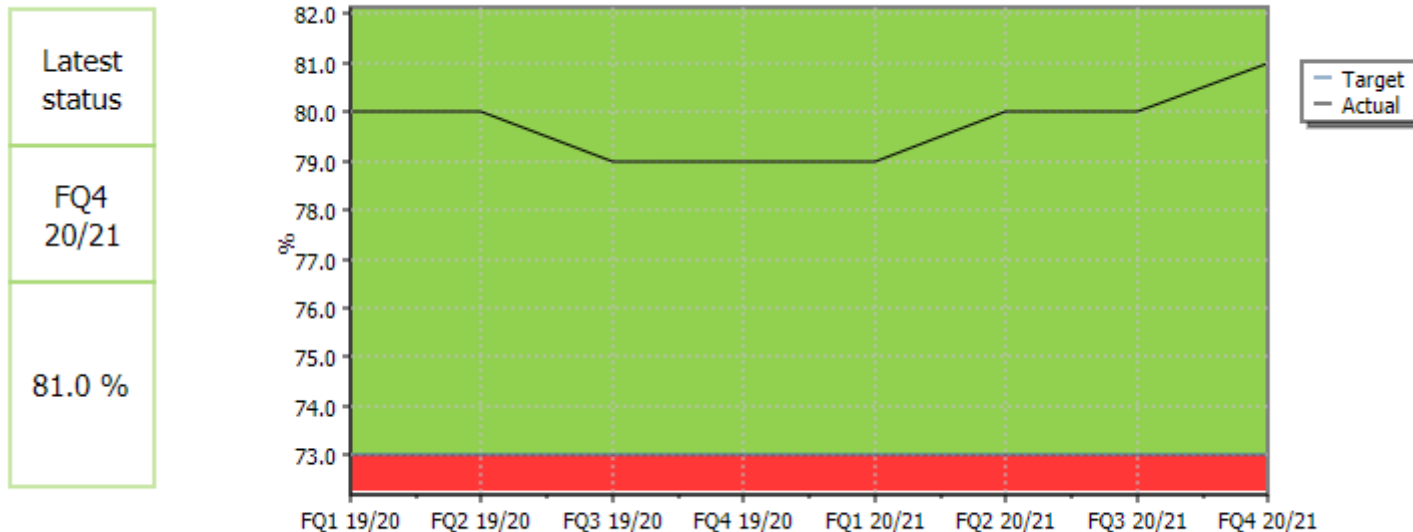
Why measure this? Measured by Keep Scotland Beautiful to ensure that our local environment is kept clean and tidy.

Commentary: Delivery of street cleanliness operations is monitored through the Keep Scotland Beautiful LEAMS programme. The department continues to deliver to a high standard, exceeding the national target of 67% and regularly meeting the council's target of 73%.

This indicator is above target and performance has improved since the last reporting period

TARGET FQ4	ACTUAL FQ4	BENCHMARK	PERFORMANCE TREND
73%	81% G	67%	↑

RIS114_03-Percentage of street cleanliness



FQ4 2020/21 PERFORMANCE REPORT

This report provides an overview of the FQ4 2020/21 performance for Road and Infrastructure Services.

Indicator: RIS115_01-Percentage of bins collected on time.

Why measure this? The percentage of bins collected on time is something which our communities tell us is important therefore this is a measure that is made to ensure that we have a high compliance rate.

Commentary: In FQ4 99% of bins were collected on time. This is based solely on missed bin reports from customers and may not be totally reflective of service delivery on the ground since we don't record each and every individual collections.

18 bins are collected per minute for 5 full working days per week.

This indicator is above target with no change in performance since the last reporting period

TARGET FQ4 96%	ACTUAL FQ4 99% G	BENCHMARK 99%	PERFORMANCE TREND ➔
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