

AREA SCORECARD FQ4 2020/21

1 Background

- 1.1 This paper presents the Area Report for Financial Quarter 4 2020/21 (January-March 2021) 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 At the previous Area Committee meeting Councillor Morton raised a concern regarding Street Lighting performance. An update is provided to this committee within the Performance Report.
- 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-
- 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) 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

Organisation Development Officer - Performance and Improvement

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 2020/21 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)

- The 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	Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach						

HELENSBURGH & LOMOND

FQ4 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 previous quarter's performance.
Measures with 'no trend data' are the cumulative car parking income measures.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ3 2020/21	FQ4 2020/21	GREEN RED NO TARGET TOTAL
	9	9	
	12	12	
	7	7	
	28	28	

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	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	0	0	Allan Brandie	<p>FQ4 2020/21 H&L</p> <p>The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects. During Q3 there were 20 units at Tighnabruich completed which were not included in Q3 Pyramid figures as handover was not confirmed until January 21 and have therefore been included in Q4. Most developments are starting to get back on track but unfortunately, the latest lockdown measures have had further implications for delivery of the programme and has affected the annual output targets for 2020/21, with completions due in Q4 slipping into 2021/22. The LHS/SHIP annual target of 110 completions therefore has not been achieved this year, with only 48 units in total being delivered. However, the major project at Dunbeg is due to deliver a significant initial phase of new build units in April/May 2021 which will compensate for the reduction in outputs in 2020/21. Completions during 20/21: Bute and Cowal – 26 units Helensburgh and Lomond – 0 units Oban, Lorn and Isles – 22 units Mid-Argyll, Kintyre and Islay – 0 units.</p> <p>FQ3 2020/21 H&L</p> <p>The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects, although in Q3 most developments were starting to get back on track. Unfortunately, the latest lockdown measures may have further implications for delivery of the programme in the next quarter and is likely to affect the annual output targets for 2020/21, as anticipated.</p>

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)		↑↑	0	0	20	20	Allan Brandie	<p>FQ4 2020/21 A&B</p> <p>The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects. During Q3 there were 20 units at Tighnabruich completed which were not included in Q3 Pyramid figures as handover was not confirmed until January 21 and have therefore been included in Q4. Most developments are starting to get back on track but unfortunately, the latest lockdown measures have had further implications for delivery of the programme and has affected the annual output targets for 2020/21, with completions due in Q4 slipping into 2021/22. The LHS/SHIP annual target of 110 completions therefore has not been achieved this year, with only 48 units in total being delivered. However, the major project at Dunbeg is due to deliver a significant initial phase of new build units in April/May 2021 which will compensate for the reduction in outputs in 2020/21. Completions during 20/21: Bute and Cowal – 26 units Helensburgh and Lomond – 0 units Oban, Lorn and Isles – 22 units Mid-Argyll, Kintyre and Islay – 0 units.</p> <p>FQ3 2020/21 A&B</p> <p>The impact of Covid-related restrictions on on-site working, staff travel & materials transport, and constraints on supply chains generally, has led to slippage with the majority of SHIP projects, although in Q3 most developments were starting to get back on track. Unfortunately, the latest lockdown measures may have further implications for delivery of the programme in the next quarter and is likely to affect the annual output targets for 2020/21, as anticipated.</p>



H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
H&L - Number of Parking Penalty Notices Issued (Streetscene H&L)		↓	No Target	913	No Target	411	Hugh O'Neill	<p>FQ4 2020/21 H&L Visitors receiving PCNs despite Covid restrictions.</p> <p>FQ3 2020/21 H&L Arrochar and Luss area remained busy up until Christmas. Temporary traffic regulation order for Luss, & Duck Bay. The new Luss village restrictions continue to result in PCNs being issued. These no waiting restrictions have no double yellow lines painted and few signs to alert drivers. Free parking in all charging car parks for two weeks on the run up to Christmas, including Luss and Arrochar car parks.</p>
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↓	No Target	1,121	No Target	462	Hugh O'Neill	<p>FQ4 2020/21 A&B Area quite in general with the exception of Lomondside where visitors were ignoring Covid restrictions to visit.</p> <p>FQ3 2020/21 A&B In general, car parks very quiet compared to other years (especially in Oban) with the exception of Luss car park and Arrochar car parks.</p>



H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Car Parking income to date - H&L (Streetscene H&L)	●	↑↑	£186,362	£155,582	£227,868	£162,024	Hugh O'Neill	<p>FQ4 2020/21 H&L</p> <p>Although there has been a slight increase in the level of car parking income received in FQ4, the on-going impact of COVID-19 and its associated restrictions has resulted in the continuation of a significant under recover of the car parking income budget.</p> <p>FQ3 2020/21 H&L</p> <p>The on-going impact of COVID-19 and its associated restrictions has resulted in a significant under recovery of the parking income budget. The national restrictions on movement have directly impacted much of Argyll and Bute and subsequently the loss of ticket income arising from tourism. In addition to this, many people are either furloughed or working from home and this is likely to have resulted in a loss of income arising from commuter parking.</p>
<i>Arrochar</i>				£25,573	<i>Income collected each FQ.</i>	£2,374		
<i>Luss, Lomond</i>				£45,222		£2,915		
<i>Maitland Street, Helensburgh</i>				£18		£44		
<i>Pier, Helensburgh</i>				£10,600		£1,109		
Car Parking income to date - A&B (StreetScene)	●	↑↑	£819,549	£457,678	£1,002,075	£491,197	Hugh O'Neill	<p>FQ4 2020/21 A&B</p> <p>Although there has been a slight increase in the level of car parking income received in FQ4, the on-going impact of COVID-19 and its associated restrictions has resulted in the continuation of a significant under recover of the car parking income budget.</p> <p>FQ3 2020/21 A&B</p> <p>The on-going impact of COVID-19 and its associated restrictions has resulted in a significant under recovery of the parking income budget. The national restrictions on movement have directly impacted much of Argyll and Bute and subsequently the loss of ticket income arising from tourism. In addition to this, many people are either furloughed or working from home and this is likely to have resulted in a loss of income arising from commuter parking.</p>



H&L Area Scorecard FQ4 2020/21

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)		↓	12	12	12	30	Tom Murphy	FQ4 2020/21 H&L The number of dog fouling complaints has risen from 12 in FQ3 to 30 in FQ4, this is disappointing however the Warden service will continue with their efforts to deal with this issue and will continue to engage with all partners in an attempt to deal with this problem.
								FQ3 2020/21 H&L For the FQ3 quarter the Helensburgh area received 12 dog fouling complaints. The Warden Service will continue with its efforts to deal with this as they are very aware of the public's perception around this.
Dog fouling - total number of complaints A&B (StreetScene)		↓	78	62	78	96	Tom Murphy	FQ4 2020/21 A&B The number of dog fouling complaints has almost doubled for the months of January, February and March, this is disappointing and the Warden service will continue to monitor this and engage with all parties in an attempt to deal with this problem in the hope that we will see the numbers reduce in the next quarter.
								FQ3 2020/21 A&B Unfortunately the number of dog fouling complaints has remained high at 62 complaints for the months of October, November and December, with the MAKI area doubling the number of complaints from the last quarter. This is unacceptable and the service will arrange for additional patrols when resource commits. With regards the MAKI area the reason for this could possibly be due to the fact there is not a dedicated warden for this area.





H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
LEAMS [Local Environment Audit and Management System] - H&L Helensburgh (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE		↓	73	77	73	75	Tom Murphy	FQ4 2020/21 H&L The standard of cleanliness for the FQ4 within Helensburgh is good, January 76, February 75 and March 73 however there is room for improvement and we will hopefully see this in the next quarter.
								FQ3 2020/21 H&L Helensburgh has exceeded the National Standard and Target figure for the FQ3 period, showing October 79, November 75 and December 77.
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE		↑	73	80	73	81	Tom Murphy	FQ4 2020/21 A&B 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%.
								FQ3 2020/21 A&B The level of street cleanliness across the area for the months of October, November and December have been at a high standard, exceeding both the National Standard and Target figure. 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.

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	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								
H&L-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)		⇒	94.00%	94.84%	94.00%	94.84%	Martin Turnbull	<p>FQ4 2020/21 H&L The Annual Participation Measure is collated and reported on once a year, normally September. Since April 2021 SDS has begun reporting on 16 to 19 year old's on a monthly basis and this information will be included in FQ1 21-22.</p> <p>FQ3 2020/21 H&L Figure for this quarter is just above the Argyll and Bute average and the national average. Annual data.</p>
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)		⇒	94.00%	95.22%	94.00%	95.22%	Martin Turnbull	<p>FQ4 2020/21 A&B The Annual Participation Measure is collated and reported on once a year, normally September. Since April 2021 SDS has begun reporting on 16 to 19 year old's on a monthly basis and this information will be included in FQ1 21-22.</p> <p>FQ3 2020/21 A&B 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 that the figures for MAKI, H&L and OLI areas for this quarter are above both the Argyll and Bute average and the national average. Bute and Cowal figures reflect a challenging period in the lives of the cohort being measured.</p>

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - H&L (Planning Applications)		↑	75.0%	52.0%	75.0%	68.0%	Peter Bain	FQ4 2020/21 H&L Performance in the Helensburgh & Lomond area team has seen a significant improvement in FQ4 from FQ3. The backlog of work arising from Covid is continuing to impact upon performance in both H&L and the wider DM team.
								FQ3 2020/21 H&L Performance in the Helensburgh & Lomond area team has seen a significant drop in FQ3 with half of PREAPP's being processed within target. Contextually it must be appreciated that the team were dealing with the death in service of a colleague, and a backlog of planning applications due to the COVID pandemic.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)		↑	75.0%	64.3%	75.0%	68.9%	Peter Bain	FQ4 2020/21 A&B FQ4 has seen an improvement on FQ3 but still slightly below target as the team prioritises the processing of Planning Applications during the COVID pandemic
								FQ3 2020/21 A&B At 64.3% this measure dipped below target in FQ3 as the team prioritises the processing of Planning Applications during the COVID pandemic.
Householder Planning Apps: Ave no of Weeks to Determine - H&L (Planning Applications)		↑	8.0 Wks	11.1 Wks	8.0 Wks	9.0 Wks	Peter Bain	FQ4 2020/21 H&L Performance in FQ4 improved to 9.0 weeks when compared to FQ3 at 11.1 weeks, in what are difficult operational circumstances.
								FQ3 2020/21 H&L Performance in FQ3 improved to 11.1 weeks when compared to FQ2 at 12.9 weeks, in what are difficult operational circumstances. It should be noted that the number of Householder planning applications determined by the team was 68% higher than the previous quarter.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)		↑	8.0 Wks	10.0 Wks	8.0 Wks	9.1 Wks	Peter Bain	FQ4 2020/21 A&B The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year. Set against this backdrop, the improvement in performance from 10.0 weeks in the previous quarter to 9.1 weeks in FQ4 is pleasing given the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.
								FQ3 2020/21 A&B The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year, with 27% more determined when compared to FQ2, 55% more than FQ1. Set against this backdrop, the improvement in performance from 11.6 weeks in the previous quarter to 10.0 weeks in FQ3 is pleasing given the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - H&L percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↑↑	75%	0%	75%	38%	Hugh O'Neill	<p>FQ4 2020/21 H&L</p> <p>HL up from 0% to 38%. Material supply issues, continue to hamper efficient operations, partly due to Covid furlough and Brexit related import controls, on electrical equipment. The Dunoon based Electrician was able to increase the rate of repair, once some material deliveries were received. The logistics of reacting to faults in remote districts, including travel to Lomond , means that it is uneconomic to react to every individual fault. The grouping of faults by area, in daily or weekly work packages, can result in the under achievement of the target response time. A recruitment process is underway, towards appointing a Helensburgh based Electrician to the vacant post, to improve working efficiency in this “third” of the inventory. Some faults, were not able to be assessed and re-categorised within the timescale by the one Dunoon based SL Inspector, where longer term issues prevented repairs. We continue to work with Power Supply providers, to re-connect power to dark sections, when their resources are made available to the Council.</p> <p>FQ3 2020/21 H&L</p> <p>A combination of staffing and IT issues have prevented staff from catching up on the previous COVID delayed faults. We are looking at support to the Street Lighting Back Office Team Leader to manage the incoming fault reports in a more proactive manner. IT equipment has been ordered to allow staff to update faults whilst at the locus to save time and we are looking to advertise the vacant Electricians post in Helensburgh to bring the electricians numbers up to 3.</p>


H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↑↑	75%	14%	75%	40%	Hugh O'Neill	<p>FQ4 2020 /21 A&B</p> <p>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 provides 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.</p> <p>FQ3 2020 /21 A&B</p> <p>There have been a number of street lighting outages which have not been repaired in the normal timescale due to several factors including all non-emergency works being paused during lockdown and difficulties sourcing parts due to many companies not operating. An action plan is in now place to focus on the backlog of lighting faults, to ensure we can get the most effective use of the lighting resource and power company suppliers to see improvements to lighting outages. It is anticipated that improvements to service delivery will be seen on the ground from March onwards.</p>

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Total number of Complaints regarding Waste Collection H&L (Streetscene H&L)		↓	No Target	2	No Target	5	Tom Murphy	FQ4 2020/21 H&L For the FQ4 period there were only 5 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.
								FQ3 2020/21 H&L For the FQ3 period there were only 2 waste collection complaints received for the whole of Helensburgh and Lomond area. Given the large number of properties both domestic and commercial serviced and the range of services being delivered from general waste, glass recycling and food waste collections, this is an excellent service.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↓	No Target	3	No Target	15	Tom Murphy	FQ4 2020/21 A&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 may have been a few days late. Information regarding delayed uplifts was posted on the Council's web page to inform the public.
								FQ3 2020/21 A&B The number of waste collection complaints has reduced again this quarter, with only 3 complaints being received for the whole of the district. Given the inclement weather, breakdowns and the number of properties serviced this is excellent. While carrying out these duties safe working practices relating to Covid-19 remain in place.

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		↑	45.0%	47.7%	45.0%	49.3%	John Blake	<p>FQ4 2020/21 A&B 49.3% recycling, composting and recovery (37.1% recycling/composting plus 12.2% recovery). Recycling percentages overall in Q4 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).</p> <p>FQ3 2020/21 A&B Recycling in FQ3 is closer to normal levels and indicates a quicker bounce back than was anticipated. Year to date recycling and recovery however is below 45% target as Council kerbside recycling was suspended during the early months of the Pandemic.</p>
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	47.5%	No Target	50.9%	John Blake	<p>FQ4 2020/21 Waste PPP Area 50.9% recycling,composting and recovery (37.1% recycling/composting plus 12.2% recovery). Recycling levels have returned well since kerbside recycling was suspended during early months of the pandemic. Full year - 47.4% recycling and recovery (26.1% recycling/composting plus 21.3% recovery).</p> <p>FQ3 2020/21 Waste PPP Area 47.5% recycling, composting and recovery (31.1% recycling/composting plus 16.4% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 45.9% recycling and recovery (22.8% recycling/composting plus 23.1% recovery).</p>
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	44.6%	No Target	34.4%	John Blake	<p>FQ4 2020/21 Islands 34.4% recycling and recovery (32.6% recycling/composting plus 1.8% recovery). Waste arisings much lower in this quarter due to lack of visitors as a result of lockdown. Full year - 33% recycling and recovery (30.3% recycling/composting plus 2.7% recovery).</p> <p>FQ3 2020/21 Islands 44.6% recycling and recovery (40.8% recycling/composting plus 3.8% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 33.0% recycling and recovery (30.3% recycling/composting plus 2.7% recovery).</p>
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	49.2%	No Target	50.3%	John Blake	<p>FQ4 2020/21 H&L 50.3% recycling ,composting and recovery (42.1% recycling/composting plus 8.1% recovery) . Recycling rates have now returned to more normal levels after kerbside recycling was suspended during early months of the pandemic. Full year - 44.4% recycling and recovery (35.3% recycling/composting plus 9.2% recovery).</p> <p>FQ3 2020/21 H&L 49.2% recycling,composting and recovery (40.9% recycling/composting plus 8.3% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 42.4% recycling and recovery (32.8% recycling/composting plus 9.6% recovery).</p>

H&L Area Scorecard FQ4 2020/21

Performance element	Status	Performance Trend	Target FQ3	Actual FQ3	Target FQ4	Actual FQ4	Owner	Comments
Making It Happen								
H&L Teacher Absence (Education Other Attendance)	●	↑↑	1.50 Days	1.56 Days	1.50 Days	1.50 Days	Simon Easton	<p>FQ4 2020/21 H&L Teacher absence is significantly lower than the same time last year with an even split of days lost between short and long term.</p> <p>FQ3 2020/21 H&L Days lost has significantly increased on the last quarter. this follows the usual trend as the schools return. Days lost are significantly lower than the same quarter last year. There are no significant trends in terms of reason for absence or duration.</p>
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↑↑	1.50 Days	1.52 Days	1.50 Days	1.15 Days	Simon Easton	<p>FQ4 2020/21 A&B Teacher absence has reduced significantly (by over 1 work day lost per FTE) on the same quarter last year.</p> <p>FQ3 2020/21 A&B Days lost has increased in Q3 against Q2 as schools return. Days lost is lower than the same quarter last year. Mental Health remains the reason for most days lost.</p>
H&L LGE Only (HR1 - Sickness absence ABC)	●	↓↓	2.36 Days	2.54 Days	2.36 Days	2.85 Days	Carolyn McAlpine	<p>FQ4 2020/21 H&L LGE absence has increased slightly on the same quarter last year. Long term absence accounts for double the number of work days lost in comparison with short term. Stress is the biggest reason for work days lost.</p> <p>FQ3 2020/21 H&L Days lost has increased in Q3 against Q2 but this is a normal trend as we move out of the holiday period. Days lost is less than the same quarter last year. Majority of days lost are due to long term absence. Mental Health reasons remains the reason for the most work days lost. There has been an increase in days lost due to musculoskeletal reasons.</p>
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↑↑	2.36 Days	2.94 Days	2.36 Days	2.82 Days	Carolyn McAlpine	<p>FQ4 2020/21 A&B Work days lost this quarter remains the same as it did in the same quarter last year.</p> <p>FQ3 2020/21 A&B Days lost has increased in this quarter against last which follows usual seasonal trend. Days lost is lower than the same quarter last year. Mental Health remains the reason for the most work days lost.</p>