Number Of Success Measures: 85

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO101	We ensure information and support is available for everyone	CSS101_01	Improve the current accuracy rate for registration of births, deaths and marriages by the Council's Registration Service.	This is a quality measure for our statutory Registration Service.	FQ2 Annually (in arrears)
		CSS101_02	Increase public use of corporate social media sites on three categories of information: council news, community success and general use.	We issue informative articles on Council services and achievements as well as the area overall. This supports the overall objective of attracting people to the area.	Quarterly
		CSS101_03	Increase the percentage of telephone service enquiries received by Customer Service Centres that are dealt with at the first point of contact by the Customer Service Centre.	This illustrates how we aim to get it 'right first time' with contact through our Customer Service Centre.	Quarterly
BO102	We provide support, prevention and opportunities to help people make better lifestyle choices	DEG102_01	Protecting health of our people through the delivery of the formally approved Joint Health Protection Plan. (2020-2022 plan)	To monitor progress against the plan, to target our own and, multiagency work with partners, and to take corrective actions where appropriate.	FQ4 Annually
		FIS102_01	Maximise distribution of Scottish Welfare Fund.	We distribute as much of the Scottish Welfare Fund as we can to help vulnerable people. We also have a statutory duty to do this.	Quarterly
		FIS102_02	Scottish Welfare Fund claims processed promptly. (consists of two measures)	We distribute as much of the Scottish Welfare Fund as we can to help vulnerable people. We also have a statutory duty to do this.	Monthly and Annually
		FIS102_03	Maximise distribution of Discretionary Housing Payment (DHP) fund.	We distribute as much of the Discretionary Housing Payment as we can to help vulnerable people. We also have a statutory duty to do this.	FQ4 Annually
		FIS102_04	Process all new benefits claims or changes in circumstances promptly and accurately. (consists of 3 measures)	We process benefit claims as quickly as we can to help vulnerable people. We also have a statutory duty to do this.	Monthly
		LRS102_01	Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income.	It is important that the correct amount of welfare rights are being claimed for every Client.	Quarterly
BO103	We enable a choice of suitable housing options	DEG103_01	Number of new affordable homes completed per annum.	We aim to have a good supply of affordable housing across the area. This will help keep people in the area and attract inward migration. This is a core requirement of the Local Housing Strategy and Strategic Housing Investment Plan (SHIP).	FQ4 Annually

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO103	We enable a choice of suitable housing options	DEG103_02	The percentage of positive homeless prevention interventions (prevent 1).	We personalise preventative measures to help people access a housing option that meets their needs. This statutory measure recognises the importance to prevent homelessness.	Quarterly
		DEG103_03	The number of empty properties brought back in to use per annum.	We want to reduce homelessness, improve affordability and help prevent dereliction. We aim to do this by improving the housing supply.	FQ4 Annually
BO104	Our communities are protected and supported	CPD104_01	Number of capacity building support sessions held with community groups.	This measure also relates to the impact measures of increased confidence and effectiveness of community groups through support. The number of support sessions directly relates to the impacts.	Quarterly
		CPD104_02	The percentage of groups who say their effectiveness has increased as a result of capacity building by the team.	This provides an indication of strengthening and developing community groups. This information would be used in inspections of Community Learning and Development.	FQ4 Annually
		CPD104_03	The percentage of groups whose users say they have an increase in confidence or wellbeing.	This illustrates whether the delivery of capacity building support sessions is making a difference to individuals. This measure would be used in inspections of Community Learning and Development.	FQ4 Annually
		DEG104_01	Undertake an enforcement intervention programme to high risk premises in respect of environmental health, animal health and welfare and licensing standards.	High risk premises and activities with the area are proportionally targeted. If any issues are identified, then corrective action takes place.	Quarterly
		LRS104_01	Undertake visits to all premises identified as high risk on the Trading Standards database.	Monitoring high risk premises reduces the risk of incidents to the public and the Council. These visits are profiled to occur throughout the year and are prioritised over the low / medium risk premises.	Quarterly
BO105	Our natural and built environment is protected and respected	DEG105_01	Respond to Building Warrant applications within 20 days.	Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.	Quarterly
		DEG105_02	The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.	Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.	Quarterly
		DEG105_03	Increase the use of the Building Standards service towards it being self-funding.	Market the Building Standards service to provide income generation to assist with budget reconciliation and junior staff development.	Quarterly
BO106	Our looked after young people are supported by effective corporate parenting	EDU106_01	Increase positive destinations for our looked after children in Argyll and Bute.	To ensure that our looked after young people have the best transitions possible to equip them for post school life.	FQ3 Annually
		EDU106_02	Increase the percentage of successful examination presentations in levels 4 and 5 for Literacy and Numeracy by our senior phase pupils.	Increasing successful presentations to exams helps to ensure our young people have the skills for life, learning and work and move to a positive destination.	FQ2 Annually

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO106	Our looked after young people are supported by effective corporate parenting	EDU106_03	Maintain the low level of exclusion incidents experienced by our looked after children.	Low level of exclusions help to narrow the attainment and achievement gap between our care experienced young people and non care experienced young people.	Quarterly
		EDU106_04	Ensure there is a completed transition plan in place when a care experienced young person changes school / establishment	To improve the support for every looked after child the individual transition plan is implemented by staff.	Quarterly
		EDU106_05	Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place.	This is specific to each child and helps to support the child's educational journey.	Quarterly
BO107	The support and lifestyle needs of our children, young people, and their families are met	COM107_01	Provide quality meals within cost margins to all pupils.	All pupils have the opportunity for a nutritious, quality school meal.	Quarterly
		EDU107_01	Support the increase in the uptake of available Grants, Allowance and Entitlements. Increase from 2018/19 baseline Clothing Grants Free School Meals Education Maintenance Allowance	To demonstrate the support that we are putting in to the most vulnerable families in the Authority to support children. This also maximises the Pupil Equity Fund allocation to schools through Scottish Government.	FQ2 Annually
		EDU107_02	A counselling service is available in all secondary schools.	This will provide support for mental health and wellbeing in our young people.	FQ4 Annually
		EDU107_03	All children and young people identified as requiring an adapted timetable will have a flexible learning plan put in place.	This ensures there is access to an appropriate curriculum for each child and young person that requires it.	FQ3 Annually
		EDU107_04	Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment.	It is important that our young people are getting the best possible opportunities to reach and maintain positive destinations.	FQ3 Annually
		EDU107_05	Maintain the percentage of all young people leaving school achieving a positive destination into further education, training or employment.	This demonstrates the high level of the number of our young people that achieve positive destinations. This gives an overall assessment of Young People in Argyll and Bute.	FQ2 Annually
BO108	All our children and young people are supported to realise their potential	CSS108_01	The percentage of Modern Apprentices that go on to a positive destination after completing the Argyll and Bute Council Modern Apprentice Programme.	We have created Modern Apprenticeship opportunities, it is important that we measure their success in terms of gaining work or further training as a result of our investment.	FQ4 Annually
		EDU108_01	Increase the uptake of wider achievement opportunities which complement traditional SQA awards and offer alternative ways to develop learning, life and work skills.	These opportunities help to improve the life chances of our young people and help them to achieve their positive destinations.	FQ2 Annually
		EDU108_02	The percentage of children that achieve their appropriate developmental milestones by Primary 1.	The measure demonstrates that children are given the best start possible.	FQ2 Annually
		EDU108_03	Maintain the percentage of primary pupils that become digital leaders.	To demonstrate that young people are gaining the widest opportunities to become successful learners in the 21 century through digital resources.	FQ3 Annually
		EDU108_04	Digital technology is used to deliver the curriculum wherever necessary as a cover for teacher vacancies or low rolls.	By making best use of digital technology also demonstrates the best use of staff across the area.	Quarterly

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO108	All our children and young people are supported to realise their potential	EDU108_05	All secondary establishments have a minimum of two (local community) business partners.	Working with business partners provides wider learning opportunities for pupils and demonstrates partnership working.	FQ2 Annually
BO109	All our adults are supported to realise their potential	EDU109_01	Maintain the number of adults engaged in community learning and development (CLD) employability programmes.	To provide opportunities for citizens within Argyll and Bute to be life long learners and increase employability chances.	FQ4 Annually
		EDU109_02	Increase the number of adults with Individual Learning Plans that identify and address employability barriers such as training needs and skills gaps.	Official data indicates there is a steady rise in the number of unemployed adults aged 50+ that require assistance in Argyll and Bute.	FQ4 Annually
BO110	We support businesses, employment and development opportunities	DEG110_01	The 12 month survival rate of new small and medium sized businesses.	We support new small and medium sized business start-ups during the difficult first 12 months by offering free, impartial and confidential advice. This is a key driver to growing our economy.	Quarterly
		DEG110_02	The number of new business start-ups supported.	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.	FQ4 Annually
		DEG110_03	The time it takes to determine 'local' planning applications is no longer than 10% above the National Average.	This indicates the efficiency of the Council's planning process. Prompt planning application decisions is a driver to support and help grow the local economy.	Quarterly
		FIS110_01	Increase the total value of rates (NDR) relief awarded.	Good practice to support local businesses as to their entitlement, by the end of March 2020 we have to publish the level of relief to businesses.	FQ4 Annually
		FIS110_02	Maintain the percentage of suppliers that are paid within 30 days.	Based on good practice and to best support small and medium size businesses who rely on cash flow.	Quarterly
		LRS110_01	Maintain the percentage of all Council spend that is either under a contract or a Service Level Agreement (SLA).	Public Sector bodies should have a contract in place for the majority of their spend. This provides effective spend management and illustrates value for money.	Quarterly
		LRS110_02	Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal.	This demonstrates the proportion of local businesses that benefit from contract awards thus supporting and growing the local economy.	Quarterly
		LRS110_03	Maintain the percentage of all Small Medium Enterprises (SMEs) that win Council contracts.	This illustrates the level of support given to Small or Medium Enterprises. This is also reported to the Scottish Government.	Quarterly
		LRS110_04	Increase the number of community benefits that are delivered through the contracts we award locally.	This demonstrates that community benefits are being delivered.	Quarterly

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO111	We influence and engage with businesses and policy makers	DEG111_01	An enforcement intervention is performed in a consistent and fair manner with businesses fully supported throughout.	This is a requirement of the Scottish Government's Regulators Strategic Code. We seek feedback from our customers on a range of issues including fairness and officer behaviours. This is also essential evidence for the Customer Services Excellence award.	FQ2 & FQ4 Annually
BO112	Argyll and Bute is promoted to everyone	CSS112_01	Increase the use of #abplace2b and www.abplace2b.scot.	These budget-free marketing resources promote the area as a great place to live, work and visit. Increasing their use by ourselves and others is increasing the awareness of Argyll and Bute.	Quarterly
		DEG112_01	Deliver the Dunoon CARS (Conservation Area Regeneration Scheme) project. Percentage of project delivery to date Total spend to date	This strategic development project is delivering Stronger Places. It focuses on delivering physical improvements and creating an outstanding built environment and a sense of place.	FQ1 2022/23
		DEG112_02	Deliver the Rothesay TH (Townscape Heritage) project. Percentage of project delivery to date Total spend to date	This strategic development project is delivering Stronger Places. It focuses on delivering physical improvements and creating an outstanding built environment and a sense of place.	FQ4 2022/23
		DEG112_03	Deliver the Tarbert and Lochgilphead Regeneration Fund project. Percentage of project delivery to date Total spend to date	This strategic development project is delivering Stronger Places. It focuses on delivering physical improvements and creating an outstanding built environment and a sense of place.	Quarterly
		DEG112_04	Deliver the Lochgilphead CARS (Conservation Area Regeneration Scheme) project. Percentage of project delivery to date Spend to date	This strategic development project is delivering Stronger Places. It focuses on delivering physical improvements and creating an outstanding built environment and a sense of place.	FQ4 2024/25
BO113	Our infrastructure is safe and fit for the future	COM113_01	The percentage of operational buildings that are suitable for their current use.	This helps ensure property is safe and fit for purpose.	FQ2 Annually
		COM113_02	The percentage of internal floor area of operational buildings in satisfactory condition.	It is important to identify and monitor capital investment requirements. This helps ensure property is fit for purpose and helps budget allocation.	FQ2 Annually
		CSS113_01	Deliver the ICT and Digital Strategy Action Plan.	The actions delivered in the strategy ensure we continue to provide an efficient and effective ICT service to support the organisation.	FQ4 Annually
		CSS113_02	Maintain the average time to resolve ICT incidents.	To support the Council to operate effectively and efficiently and any unforeseen ICT incidents are resolved as quickly as possible.	Quarterly

Appendix 1

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO113	Our infrastructure is safe and fit for the future	RIS113_01	There are no 'avoidable' weight restrictions in place on our roads and bridges.	Weight restrictions can have a negative effect on the communities, businesses and tourism therefore no weight restrictions will be placed on roads if there is no alternative routes or if there is a local need for unrestricted vehicular access.	Quarterly
		RIS113_02	The percentage of roads in need of maintenance as defined by the annual survey.	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.	FQ4 Annually
		RIS113_03	The percentage of the top priority routes that receive winter weather treatment that are completed on time (Winter Maintenance operations).	To keep our road network safe and connected we strive to ensure that all top priority routes receive appropriate and timely winter weather treatment.	Quarterly
		RIS113_04	The percentage of Class 1 potholes that are repaired within 36 hours.	Robust pot hole repairs help keep our communities and roads safe. Insurance claims against the council are also kept to a minimum whereby reducing avoidable spend.	Quarterly
		RIS113_05	The percentage of street lighting fault repairs are completed within 10 working days.	Robust street lighting repairs help keep our communities and roads safe.	Quarterly
BO114	Our communities are cleaner and greener	RIS114_01	The percentage of waste that is recycled, composted or recovered.	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.	Quarterly
		RIS114_02	The number of tonnes of waste sent to landfill.	The quarterly Biodegradable Municipal Waste (BMW) to landfill figure is measured by Scottish Environmental Protection Agency (SEPA) and is also a useful indicator of the volume of material going to landfill versus the volume of recycled material. The trea	Quarterly
		RIS114_03	Percentage of street cleanliness.	Measured by Keep Scotland Beautiful to ensure that our local environment in kept clean and tidy.	Quarterly
BO115	We are efficient and cost effective	CSS115_01	Increase the percentage of all Self-Service and automated contacts.	Increasing the volume of self-service and automated contacts reduces the use of other higher cost channels and improves our efficiency.	Quarterly
		EDU115_01	Our Grant spend is maximised: Gaelic Grant Glaif Looked After Children Attainment funding Scottish Attainment Challenge	Attainment and achievement for our children and young people can be supported if available and entitled grants are maximised.	Quarterly

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO115	We are efficient and cost effective	FIS115_01	The agreed audit plan is delivered.	The agreed audit plan provides assurance that our processes and procedures are thorough.	Quarterly
		FIS115_02	Maintain the high rate of collecting Non-Domestic Rates (NDR).	It is important that all local taxes due are collected. We also submit our performance to the Scottish Government.	Quarterly
		FIS115_03	Maintain the high rate of collecting Council Tax.	It is important that all local taxes due are colle	Quarterly
		LRS115_01	The percentage of complaints that are resolved at Stage 1 (within 5 working days).	This illustrates the majority of our complaints are resolved at Stage 1.	Quarterly
		LRS115_02	The percentage of Freedom of Information requests that are responded to within timescales.	This illustrates our compliance to the statutory Freedom of Information requirement.	Quarterly
		LRS115_03	The percentage of subject access requests that are responded to within the Data Protection Act timescales.	This illustrates our compliance to the statutory Data Protection Act requirement.	Quarterly
		RIS115_01	Percentage of bins collected on time.	The percentage of bins collected on time is something which our communities tell us is important .	Quarterly
BO116	We engage and work with our customers, staff and partners		A variety of important measures sit within this Business Outcome. They are routinely monitored and reported on at the appropriate boards and committees.		
		CPD116_01	The information provided to our community groups, individuals and partners is easy to understand.	It is very important that this information is clear and inclusive. This information includes notifications of training opportunities, funding, general advice, signposting to other organisations, and information on legislation relating to community plannin	FQ2 Annually
		CPD116_02	All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee.	It is important for all matters raised to be appropriately considered and responded to.	FQ4 Annually
BO117	We encourage creativity and innovation to ensure our workforce is fit for the future	CSS117_01	The percentage of delegates who have reported an increase in their knowledge and/or confidence following completion of the Argyll and Bute Manager Programme.	It is important that the investment in the Argyll and Bute Manager Programme delivers the expected and effective outcomes.	FQ4 Annually
		CSS117_02	The percentage of responders who agree that our corporate training courses have met their learning needs.	Corporate training has to meet the needs of the learners and the organisation. This informs the training programme content ensuring training remains appropriate.	Quarterly
		EDU117_01	Increase the percentage of our early years workers who have gained or are working towards professional qualifications.	To ensure effective delivery of 1140hrs for our children and to ensure our workforce are appropriately qualified to work with them.	FQ4 Annually
		EDU117_02	Provide 6 probationer virtual learning days to our probationer teachers.	To continue and support the professional learning journey of our probationer teachers.	FQ1 Annually
		EDU117_03	The percentage of new head teachers who have or are working towards the statutory headship qualification.	To ensure our head teachers have the appropriate leadership skills to lead our establishments and enhance education provision and outcomes for our children and young people.	FQ1 Annually