

Delivering Our Outcomes – This highlights past performance as illustrated through our Key Performance Indicators (KPIs)

## 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

**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

**Indicator: DEG103\_02 The percentage of positive homeless prevention interventions (prevent 1).**

**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.**

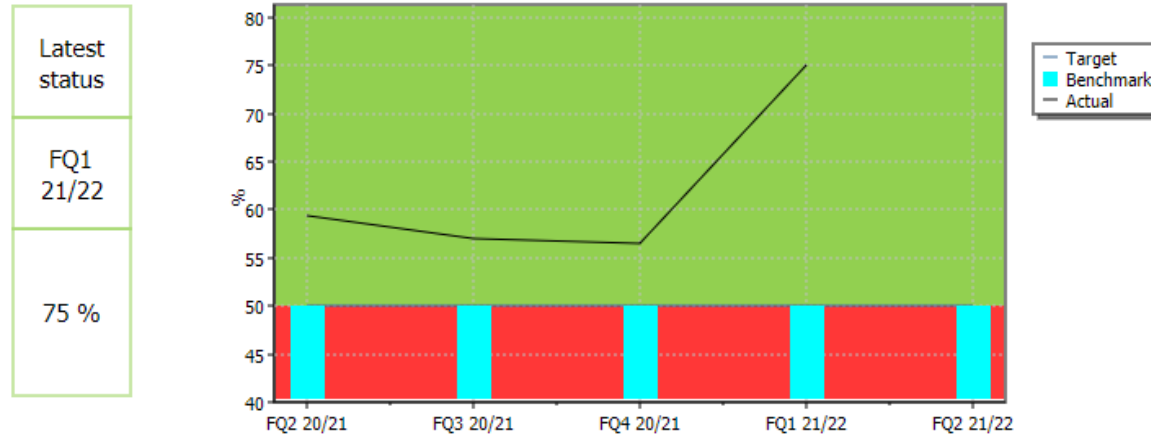
**Commentary:** This target is focused on the effective prevention work carried out by Housing staff and during the period of the Covid-19 pandemic the Housing Service has continued to provide housing advice and assistance via a virtual service.

During quarter 1 this has resulted in positive interventions for 75% of households seeking advice. Of the remaining 25%: 22% made a homeless application and 3% lost contact.

Positive interventions by Housing staff enabled 198 (87%) of households to remain in their own accommodation, 20 households (9%) secured an RSL tenancy and 9 (4%) secured a private tenancy. Overall, Cowal recorded the highest number of households (25) requiring to make a homeless application. This was 17% of households seeking advice within this area. Number of homeless applications in other areas were: Helensburgh & Lomond – 7 (22%) of households seeking advice within this area Oban, Lorn and the Isles – 18 (25%) of households seeking advice within this area Mid Argyll, Kintyre and Islay – 15 (48%) of households seeking advice within this area

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

<b>TARGET FQ1</b> <b>50%</b>	<b>ACTUAL FQ1</b> <b>75%</b> <b>G</b>	<b>BENCHMARK</b> <b>Local Housing</b> <b>Strategy: 50%</b>	<b>PERFORMANCE</b> 
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**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

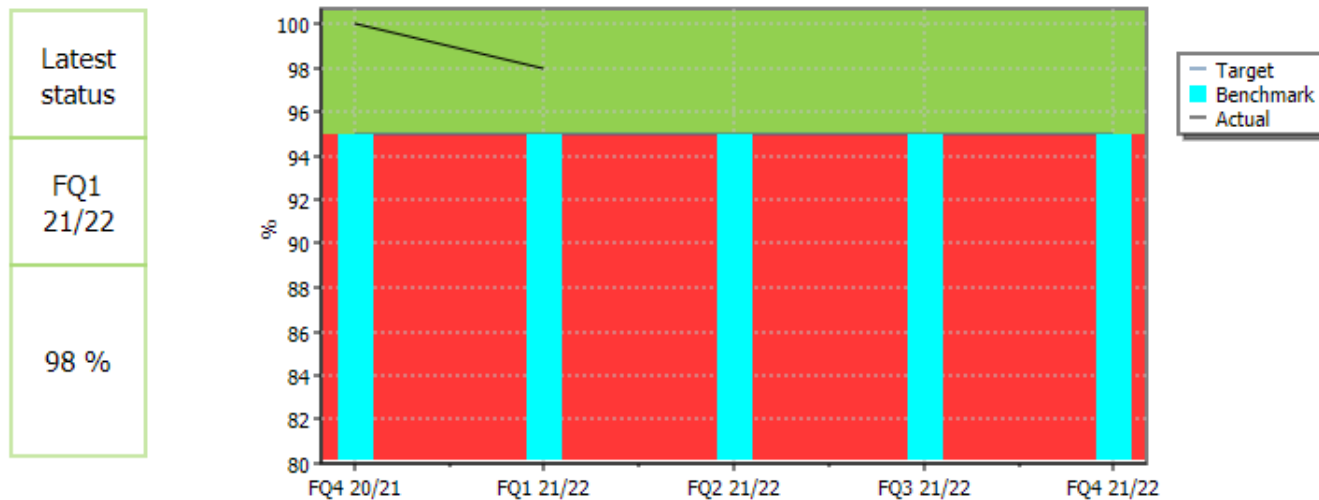
**Indicator: DEG104\_01 Undertake an enforcement intervention programme to high risk premises in respect of environmental health, animal health and welfare and licensing standards.**

**Why measure this? High risk premises and activities with the area are proportionally targeted. If any issues are identified, then corrective action takes place.**

**Commentary:** As a result of Covid, our planned high risk intervention programme was halted and we have focused on COVID related priorities. This included business sectors depending on the restrictions, food related work associated with EU exit and exports and continued focus on animal livestock markets. In quarter 1, we have reinstated high risk animal health inspection, our private water supply monitoring programme, although our key priority has been to target businesses which were reopening and posed a high risk in terms of public health or COVID risk. We are working to restart our food programme with a target date of the 1st September 2021, although food enforcement work is being carried out to a variety of different business and those in the export market associated with export health certification, attestations, and responding to food incidents or intelligence.

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

<b>TARGET FQ1</b> 95%	<b>ACTUAL FQ1</b> 98% <b>G</b>	<b>BENCHMARK</b> Internal benchmark: 95%	<b>PERFORMANCE</b> ↓
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Latest status

FQ1 21/22

98 %


**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

**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:** Performance in quarter 1 has been very good with 99.6% of building warrant applications being responded to within 28 days. This is testament to the team, who have been operating throughout quarter 1 with reduced levels of staffing. Working as a team, sharing workload, and a reduction in warrant applications, assisted us in attaining high levels of performance in quarter 1 for this measure, although other measures have suffered where there was a need for site visits. Building warrant numbers have reduced, but there is an increase in the number of applications for completion certificates which is placing a burden on the team. The use of remote verification inspections, together with easing of lockdown is assisting, although there may be some delays as there is difficulties accessing Mull, as the ferries are over booked. • Reduced staffing levels have amplified the pressure on the teams, however we have managed to reallocate work to the other area teams. Glad to say that the Building Standards team have risen to the occasion although we have had to pause our commercial work with East Lothian Council until we are better resourced. (This has now started late June).

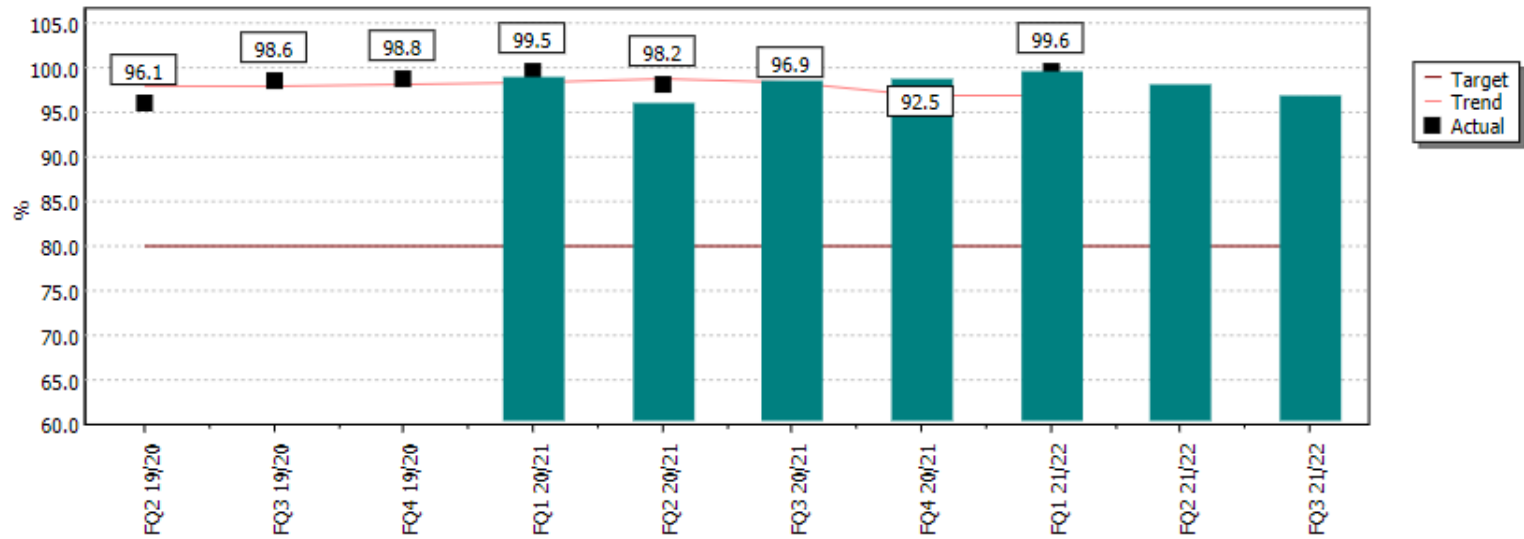
**This indicator is above target and performance has improved since the last reporting period**

<p align="center"><b>TARGET FQ1</b> 80%</p>	<p align="center"><b>ACTUAL FQ1</b> 99.6% <b>G</b></p>	<p align="center"><b>BENCHMARK</b> FQ1 2020/21: 99.5% Previous quarter performance</p>	<p align="center"><b>PERFORMANCE</b> </p>
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Latest status

FQ1 21/22

99.6 %



**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

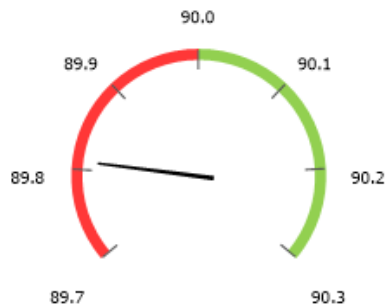
**Indicator:** DEG105\_02 The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.

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

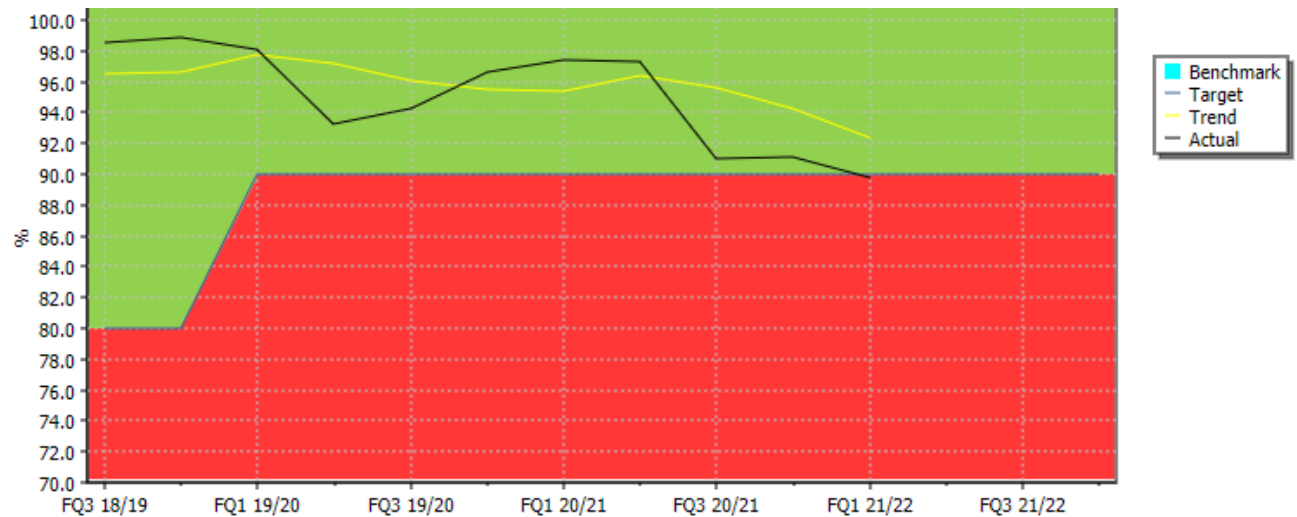
**Commentary:** This measure is marginally below the 90% target with 89.8% met in FQ1. However, although the performance of this measure is slightly below target. This is the first time the target has been missed in 6 years and can be attributed to reduced staff resources due to a combination of long-term sick leave, annual leave and vacancies during this period. We are currently in the process of recruiting, additionally staff are also returning after long-term absence.

**This indicator is below target and performance has decreased since the last reporting period**

<b>TARGET FQ1</b> 90%	<b>ACTUAL FQ1</b> 89.8% <b>R</b>	<b>BENCHMARK</b> National benchmark: TBC	<b>PERFORMANCE</b> ↓
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89.8 %  
DEG105\_02-The Percentage Of Building Warrants And Amendments Issued Within 6 Days From Receipt Of All Satisfactory Information (Actual, FQ1 21/22)




**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

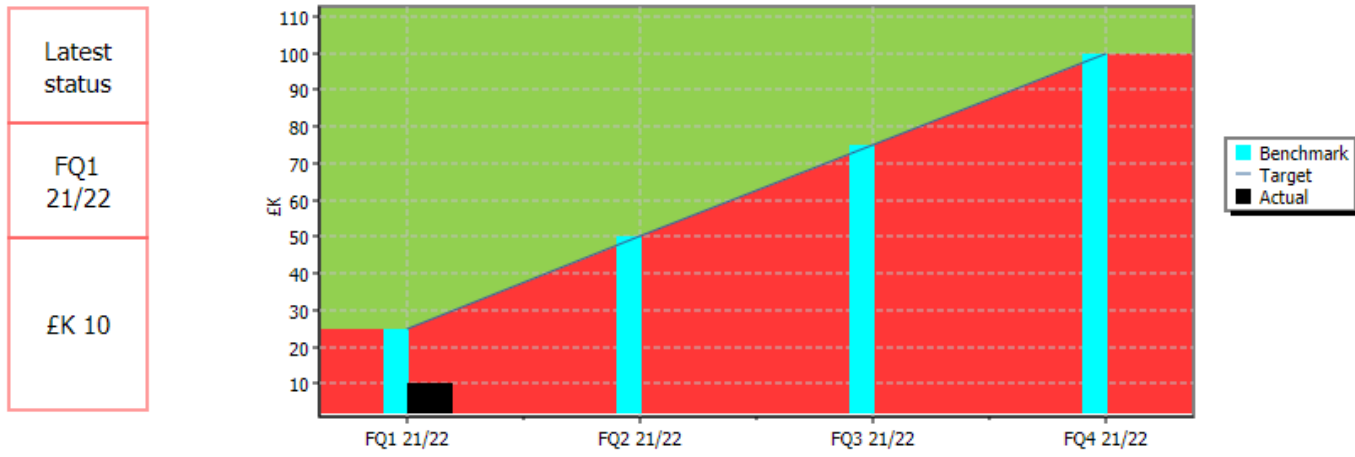
**Indicator:** DEG105\_03 Increase the use of the Building Standards service towards it being self-funding.

**Why measure this?** Market the Building Standards service to provide income generation to assist with budget reconciliation and junior staff development.

**Commentary:** Budget: Income levels are higher than 20/21 but are 14% down from 2019/20 figures with £122,796 to date in 21/22. The market is still affected by the impact of COVID and the increasing costs in materials. This is impacting on the number of warrants with some projects being delayed due to costs or availability of produce. There has been an increase in the applications for completion certificates, as the industry finishes jobs which had been delayed due to COVID. Commercial income from other authorities has stopped with only one authority, East Lothian, continuing to use our services. The number of warrants from ELC varies and we had to pause this work for 6 weeks, due to our own resourcing issues. This is now re-established. The budget in 21/22 will be a challenge against the current economic situation and we are considering other ways of increasing our income or reducing our costs.

**This indicator is below target and performance has decreased since the last comparable reporting period**

<p align="center"><b>TARGET FQ1</b>  <b>£25K FQ1</b>  <b>£100k annually profiled quarterly</b></p>	<p align="center"><b>ACTUAL FQ1</b>  <b>£10k</b>  <b>R</b></p>	<p align="center"><b>BENCHMARK</b>  <b>Previous years performance: FQ1 £0K</b></p>	<p align="center"><b>PERFORMANCE</b>  </p>
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Latest status

FQ1 21/22

£K 10

**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

**Indicator: DEG112\_03 Deliver the Tarbert and Lochgilphead Regeneration Fund project.**

**Percentage of project delivery to date**

**Total spend to date**

**Why measure this? 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.**

**Commentary:** Lochgilphead Front Green - Following the contract being let to Hawthorn Heights Limited for the main works to the Front Green works have now started on site. Contract end is January 2022. Ardrishaig North Public Realm - Awaiting planning consent and formal application being submitted to Sustrans (Sustainable Transport) for funding, decision will be know end of July. Tender will not be issued until decision is known on funding. Gleaner Phase 2 - Discussions on going with Scottish Canals

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

<p><b>TARGET FQ1</b> 70% delivery complete Budget - On Track</p>	<p><b>ACTUAL FQ1</b> On Track <b>G</b></p>	<p><b>BENCHMARK</b> No benchmark</p>	<p><b>PERFORMANCE</b> ➔</p>
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