

AREA SCORECARD FQ1 2021/22

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 1 2021/22 (April-June 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 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.
- 1.4 A short key to symbols / layout is attached (Appendix 1).
- 1.5 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 and considers the performance and supporting commentary as presented.
 - 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 Performance 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: FQ1 2021/22 B&C Word Report in pdf format

Appendix 4: FQ1 2021/22 B&C 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)

- 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						


BUTE & COWAL

FQ1 2021/22 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	FQ4 2020/21	FQ1 2021/22	GREEN RED NO TARGET TOTAL
	10	11	
	12	11	
	8	8	
	30	30	

B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - B&C (Housing Services)		↓	20	20	2	2	Allan Brandie	FQ1 2021/22 B&C During quarter 1 there were 58 completions. Bute and Cowal - 6 which included 2 wheelchair accessible units Helensburgh and Lomond - 10 units Oban, Lorn and the Isles - 42 units which included 2 wheelchair accessible units Mid Argyll. Kintyre and Islay - 0 The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal - 9 Helensburgh and Lomond - 10 Oban, Lorn and the Isles - 302 Mid Argyll, Kintyre and Islay - 42 The annual targets for 2021/22 is 363 completions.
								FQ4 2020/21 B&C 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.

B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)			20	20	54	54	Allan Brandie	FQ1 2021/22 A&B During quarter 1 there were 58 completions. Bute and Cowal - 6 which included 2 wheelchair accessible units Helensburgh and Lomond - 10 units Oban, Lorn and the Isles - 42 units which included 2 wheelchair accessible units Mid Argyll. Kintyre and Islay - 0 The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal - 9 Helensburgh and Lomond - 10 Oban, Lorn and the Isles - 302 Mid Argyll, Kintyre and Islay - 42 The annual targets for 2021/22 is 363 completions.
								FQ4 2020/21 A&B 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.



B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
B&C - Number of Parking Penalty Notices Issued (Streetscene B&C)		↑↑	No Target	39	No Target	80	Hugh O'Neill	FQ1 2021/22 B&C Most of Dunoon and Rothesay town centres not enforceable due to road markings deteriorating.
								FQ4 2020/21 B&C Covid restrictions reducing customers. Line painting required in Bute and Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑↑	No Target	462	No Target	1,915	Hugh O'Neill	FQ1 2021/22 A&B Lomondside busy with victors, other areas not at pre-Covid levels.
								FQ4 2020/21 A&B Area quite in general with the exception of Lomondside where visitors were ignoring Covid restrictions to visit.




B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Car Parking income to date - B&C (Streetscene B&C)	●	↓	£150,165	£31,237	£37,421	£13,474	Hugh O'Neill	<p>FQ1 2021/22 B&C</p> <p>Some income arising from card payments is still to be allocated to the area totals, however, these won't be accounted for until FQ2 due to the billing process (card payments are taken by a third party and credited to the Council on a monthly basis). Officer observations are that the B&C car parks remain quiet, even within the free to use car parks.</p> <p>FQ4 2020/21 B&C</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 and its associated restrictions has resulted in the continuation of a significant under recover of the car parking income budget.</p>
Guildford Street, Rothesay				£32		£662		
Church Street, Dunoon				£0		£0		
Swimming Pool, Dunoon				£4		£2		
Dunoon Pier				£10		£0		
Moir Street, Dunoon				£48		£313		
B&C				£2,652		£11,037		
Argyll Street, Dunoon				£47		£1,435		
Jane Villa, Dunoon				£47		£24		
Car Parking income to date - A&B (StreetScene)	●	↓	£1,002,075	£491,197	£194,703	£65,535	Hugh O'Neill	<p>FQ1 2021/22 A&B</p> <p>While FQ1 is showing an under recovery of £129,168, it should be noted that there are additional card payments amounting to £78,131.85 arising from June. The card payments are made through a third party and credited to the Council on a monthly basis; this does mean, however, that the income from the last full month of each quarter is paid in the following financial quarter. Notwithstanding this, there is still an under recovery for FQ1 which may be an impact of the ongoing Covid restrictions into the start of this financial year. The following is based on Officer observations per area: B&C – car parks remain quiet, even within the free to use car parks. H&L - Arrochar and Luss are busy most of the time. Helensburgh busier on sunny days MAKI - Inveraray is busy at weekends, quiet otherwise OLI - Oban is busy at the weekends.</p> <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 and its associated restrictions has resulted in the continuation of a significant under recover of the car parking income budget.</p>



B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)		⇒	27	28	27	28	Tom Murphy	FQ1 2021/22 B&C The number of dog fouling complaints has stayed the same as last quarter with 28 complaints. 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. For FQ1 2021/22 there has been one Fixed Penalty Notice and two letters for fouling issued for Bute and Cowal.
								FQ4 2020/21 B&C The number of dog fouling complaints in Bute and Cowal has risen this quarter to 28 complaints. 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.
Dog fouling - total number of complaints A&B (StreetScene)		↑↑	78	96	78	72	Tom Murphy	FQ1 2021/22 A&B The number of dog fouling complaints remains high this quarter, this is disappointing. It is hoped we will see an improvement in this next quarter as the Warden Service will continue to monitor this and engage with all parties in an attempt to deal with this problem. The warden service remains committed to dealing with irresponsible dog owners. The catching of a person committing an offence is very difficult and the majority of complainants either wish to remain anonymous or decline to give a statement. However, wherever possible the wardens engage with an irresponsible dog owner with the view to explain and educate on the issues caused by dog fouling.
								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.





B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
LEAMS [Local Environment Audit and Management System] - B&C Bute (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE		⇒	73	83	73	83	Tom Murphy	FQ1 2021/22 B&C Bute The level of street cleanliness on the Isle of Bute is high again this quarter, with a performance recording of April 83, May 86 and June 80. All well exceeding the Benchmark Figure of 73. This is a very good level of service.
								FQ4 2020/21 B&C Bute The level of street cleanliness on the Isle of Bute is high again this quarter, with January 76, February 82 and March 86 all exceeding the National Standard of 67 and Benchmark Figure of 73.
LEAMS [Local Environment Audit and Management System] - B&C Cowal (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE		↓	73	79	73	78	Tom Murphy	FQ1 2021/22 B&C Cowal Again this quarter the street cleanliness figure remains steady and exceeding the Benchmark Figure, with performance figures of April and May 79 and June 77.
								FQ4 2020/21 B&C Cowal Cowal's performance remains steady this month with January and March with a score of 79 and February 78, this is a very good service
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE		⇒	73	81	73	81	Tom Murphy	FQ1 2021/22 A&B The level of street cleanliness across the area remains at a very high standard, exceeding both the National Standard and Benchmark 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.
								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%.



B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	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								
B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)		↓	94.00%	92.95%	94.00%	91.73%	Simon Easton	FQ1 2021/22 B&C There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22.
								FQ4 2020/21 B&C 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.
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%	94.58%	Simon Easton	FQ1 2021/22 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 olds on a monthly basis.
								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.



B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - B&C (Planning Applications)		↑	75.0%	75.0%	75.0%	91.3%	Peter Bain	FQ1 2021/22 B&C FQ1 target was met.
								FQ4 2020/21 B&C FQ4 target was met.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)		↓	75.0%	68.9%	75.0%	66.7%	Peter Bain	FQ1 2021/22 A&B FQ1 has seen a slight downturn on FQ4 but still slightly below target as the team prioritises the processing of planning applications during the Covid pandemic; performance has also been impacted during FQ1 by two vacancies, and long term absence.
								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.
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)		↓	8.0 Wks	8.2 Wks	8.0 Wks	9.1 Wks	Peter Bain	FQ1 2021/22 B&C Performance has dipped during FQ1 due to the continuing impact of Covid upon workflow. FQ3 and 4 of the previous financial year saw a significant increase in submissions which has given rise to delays not only in the validation of applications but also their determination.
								FQ4 2020/21 B&C The performance target for FQ4 was just missed however performance across DM continues to be affected by the impact of Covid upon 'normal' workflows.
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)		⇒	8.0 Wks	9.1 Wks	8.0 Wks	9.1 Wks	Peter Bain	FQ1 2021/22 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 has been maintained during FQ1 despite the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.
								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.

B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - B&C percentage of faults repaired within 10 days (Street Lighting - Maintenance)			75%	46%	75%	60%	Hugh O'Neill	FQ1 2021/22 B&C We have identified a further issue with the Asset Management system (LMS) which does not calculate the dark lamp reports in line with quarterly performance on Pyramid. We have manually checked this over the individual months of the first quarter of 2021/22 which shows April 51.2%, May 52.2% and June at 25%. Further analysis of June's poor performance has revealed that several jobs were completed on time, however had not been marked up on the asset system by staff within the allotted timescales. Therefore adjusting this means June compliance is 56.2%. Tallying all three for the quarter give a compliance of 53.2%. Whilst still below the compliance rate we have again improved month on month this year. We have now recruited an electrician in the Helensburgh area which should improve repair timescales and take pressure off Dunoon and Lochgilphead based resources.
								FQ4 2020/21 B&C BC up from 16% to 46%. 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. Some delays may have resulted by the grouping of work packages for remote sections of Cowal, away from Dunoon or trips to Bute. The logistics of reacting to faults in remote districts, including islands, means that it is uneconomic to travel long distances for individual faults. The grouping of faults by area, in daily or weekly work packages, can result in the under achievement of the target response time. 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.


B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)			75%	40%	75%	46%	Hugh O'Neill	FQ1 2021/22 A&B Whilst the performance in FQ1 is an improvement from FQ4 the service acknowledges that performance is still below target and is continuing to work with the action plan that was implemented to improve performance. 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 the improvement plan. The team have now recruited an electrician in the Helensburgh area which should improve repair timescales.
								FQ4 2020/21 A&B The action plan to identify and process requests for service is starting to show a slight improvement in Dark Lamp response times. There is however still 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. Whilst the figures for the last quarter show an improvement this is still below target as travel and other weather related restrictions hampered the completion of most repairs within the target timescales. The turnover of fault repairs has however improved. 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.





B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	FQ1 2021/22 B&C Bute Again this quarter there have been no complaints regarding waste collection for the Island of Bute. Given the number of domestic and commercial properties serviced this is an excellent level of service.
								FQ4 2020/21 B&C Bute Again this quarter there were no waste collection complaints received for the Isle of Bute. This is an excellent level of service given the number of both domestic and commercial properties serviced.
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	FQ1 2021/22 B&C Cowal Again this quarter there were no waste collection complaints for Cowal, an excellent achievement.
								FQ4 2020/21 B&C Cowal There were no waste collection complaints received in FQ4 on Cowal, this is an excellent achievement.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	15	No Target	0	Tom Murphy	FQ1 2021/22 A&B There were no waste collection complaints received in relation to the service across the whole of the district for the FQ1 period. The is an excellent level of service given the number of properties serviced. While carrying out these duties safe working practices relating to Covid remain in place.
								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.

B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		↓	45.0%	49.3%	45.0%	46.6%	John Blake	FQ1 2021/22 A&B 46.6% recycling, composting and recovery (35.0% recycling/composting plus 11.6% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								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).
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	50.9%	No Target	45.5%	John Blake	FQ1 2021/22 Waste PPP Area 45.5% recycling, composting and recovery (30.2% recycling/composting plus 15.3% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								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).
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↓	No Target	34.4%	No Target	33.8%	John Blake	FQ1 2021/22 Islands 33.8% recycling, composting and recovery (32.3% recycling/composting plus 1.5% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								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).
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑	No Target	50.3%	No Target	52.0%	John Blake	FQ1 2021/22 H&L 52.0% recycling ,composting and recovery (44.0% recycling/composting plus 8.0% recovery). FQ1 percentages in this quarter at more normal levels compared to April-June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
								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).

B&C Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
Making It Happen								
B&C Teacher Absence (Education Other Attendance)		↓	1.50 days	0.92 days	1.50 days	1.36 days	Simon Easton	FQ1 2021/22 B&C Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								FQ4 2020/21 B&C Teacher work days lost is half of the days lost in the same period last year.
A&B Teacher Absence (HR1 - Sickness absence ABC)		↓	1.50 days	1.15 days	1.50 days	1.36 days	Simon Easton	FQ1 2021/22 A&B Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								FQ4 2020/21 A&B Teacher absence has reduced significantly (by over 1 work day lost per FTE) on the same quarter last year.
B&C LGE Only (HR1 - Sickness absence ABC)		↑	2.36 days	3.60 days	2.36 days	3.44 days	Carolyn McAlpine	FQ1 2021/22 B&C Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								FQ4 2020/21 B&C The rate of work days lost has increased slightly against the same quarter last year. The number work days lost is for a variety of reasons with long term absences accounting for double the number of work days lost in comparison to short term.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)		↓	2.36 days	2.82 days	2.36 days	3.32 days	Carolyn McAlpine	FQ1 2021/22 A&B Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
								FQ4 2020/21 A&B Work days lost this quarter remains the same as it did in the same quarter last year.



B&C Area Scorecard 2020-21

FQ1 21/22

'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 - B&C
Actual 2
Target 2

Number of new affordable homes completed per annum.
Actual 54
Target 54
Benchmark 75

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date B&C
Actual £ 13,474
Target £ 37,431

Car Parking income to date A&B
Actual £ 65,535
Target £ 194,703

B&C - Number of Parking Penalty Notices Issued
Actual 80

A&B - Number of Parking Penalty Notices Issued
Actual 1,915

Dog fouling - total number of complaints B&C
Actual 28

Dog fouling - total number of complaints A&B - QUARTERLY
Actual 72
Target 78

LEAMS [Local Environment Audit and Management System] - B&C Bute
Actual 83
Target 73

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average
Actual 81
Target 73

LEAMS [Local Environment Audit and Management System] - B&C Cowal
Actual 78
Target 73

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - B&C
Actual 9.1 Wks
Target 8.0 Wks
Benchmark 9.1 Wks

Householder Planning Apps: Ave no of Weeks to Determine - ABC
Actual 9.1 Wks
Target 8.0 Wks
Benchmark 8.1 Wks

% of Pre-application enquiries processed within 20 working days - B&C
Actual 91.3 %
Target 75.0 %
Benchmark 66.7 %

% of Pre-application enquiries processed within 20 working days - A&B
Actual 66.7 %
Target 75.0 %

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

B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment
Actual 91.73 %
Target 94.00 %

EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment
Actual 94.58 %
Target 94.00 %
Benchmark 92.60 %

Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - B&C Bute
Actual 0

Total number of Complaints regarding Waste Collection - A&B
Actual 0

Total number of Complaints regarding Waste Collection - B&C Cowal
Actual 0

Shanks - Percentage of Waste Recycled, Composted & Recovered
Actual 45.5 %

Islands - Percentage of Waste Recycled, Composted & Recovered
Actual 33.8 %

RIS114_01-The percentage of waste that is recycled, composted or recovered
Actual 46.6 %
Target 45.0 %
Benchmark 46.7 %

H&L - Percentage of Waste Recycled, Composted & Recovered
Actual 52.0 %

Street lighting - B&C percentage of faults repaired within 10 days
Actual 60 %
Target 75 %

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
Actual 46 %
Target 75 %

Making It Happen

B&C Teacher Absence
Actual 1.36 Days
Target 1.50 Days

A&B Teacher Absence
Actual 1.36 Days
Target 1.50 Days

B&C LGE Only
Actual 3.44 Days
Target 2.36 Days

A&B LGE Staff Summary - Combined Office & Non Office
Actual 3.32 Days
Target 2.36 Days



B&C Area Scorecard 2020-21

FQ1 21/22

'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

B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment

Actual	91.73 %	
Target	94.00 %	

EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment	Actual	94.58 %	
	Target	94.00 %	
	Benchmark	92.60 %	



B&C Area Scorecard 2020-21

FQ1 21/22

'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 - B&C

Actual	2	
Target	2	

Number of new affordable homes completed per annum.	Actual	54	
	Target	54	
	Benchmark	75	



B&C Area Scorecard 2020-21

FQ1 21/22

'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 - B&C	Actual	9.1 Wks	R
	Target	8.0 Wks	
	Benchmark	9.1 Wks	↓

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual	9.1 Wks	R
	Target	8.0 Wks	
	Benchmark	8.1 Wks	→

% of Pre-Application enquiries processed within 20 working days - B&C	Actual	91.3 %	G
	Target	75.0 %	↑

% of Pre-application enquiries processed within 20 working days - A&B	Actual	66.7 %	R
	Target	75.0 %	



B&C Area Scorecard 2020-21

FQ1 21/22

'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 - B&C	Actual	£ 13,474	R
	Target	£ 37,431	↓

B&C - Number of Parking Penalty Notices Issued	Actual	80	↑
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Dog fouling - total number of complaints B&C	Actual	28	
	Target	27	→

LEAMS [Local Environment Audit and Management System] - B&C Bute	Actual	83	G
	Target	73	↑

LEAMS [Local Environment Audit and Management System] - B&C Cowal	Actual	78	G
	Target	73	↓

Car Parking income to date - A&B	Actual	£ 65,535	R
	Target	£ 194,703	↓

A&B - Number of Parking Penalty Notices Issued	Actual	1,915	↑
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Dog fouling - total number of complaints A&B - QUARTERLY	Actual	72	G
	Target	78	↑

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual	81	G
	Target	73	↑



B&C Area Scorecard 2020-21

FQ1 21/22

'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 - B&C Bute Actual 0 ➡

Total number of Complaints regarding Waste Collection - B&C Cowal Actual 0 ➡

Shanks - Percentage of Waste Recycled, Composted & Recovered Actual 45.5 % ⬇

Islands - Percentage of Waste Recycled, Composted & Recovered Actual 33.8 % ⬇

H&L - Percentage of Waste Recycled, Composted & Recovered Actual 52.0 % ⬆

Street lighting - B&C percentage of faults repaired within 10 days Actual 60 % ⚠
Target 75 % ⬆

Total number of Complaints regarding Waste Collection - A&B Actual 0 ⬆

RIS114_01-The percentage of waste that is recycled, composted or recovered Actual 46.6 % ⚠
Target 45.0 % ⬇
Benchmark 46.7 % ⬇

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days Actual 46 % ⚠
Target 75 % ⬆



B&C Area Scorecard 2020-21

FQ1 21/22

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

Making It Happen

B&C Teacher Absence	Actual	1.36 Days	
	Target	1.50 Days	

A&B Teacher Absence	Actual	1.36 Days	
	Target	1.50 Days	

B&C LGE Only	Actual	3.44 Days	
	Target	2.36 Days	

A&B LGE Staff Summary - Combined Office & Non Office	Actual	3.32 Days	
	Target	2.36 Days	