

**AREA SCORECARD FQ1 2021/22**

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**1 Background**

- 1.1 This paper presents the Area Report 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 At the previous Area Committee meeting concern was raised over the current reporting method for dog fouling. To help highlight the efforts from both officers and members of the public, alternative reporting options have been discussed and explored.

It is felt that the current data collection and reporting methods should remain the same but going forward ensure that the supporting commentary is enhanced to help put the data into context.

- 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) Agrees to the proposed presentation of dog fouling data commentary as detailed at 1.3.
  - b) Notes and considers the performance and supporting commentary as presented.
  - c) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.

- d) 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  
01546 604454

Appendix 1: Key to symbols  
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes  
Appendix 3: FQ1 2021/22 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)**

- This 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	<b>BO101</b> We Ensure Information And Support Is Available For Everyone.	<b>BO104</b> Our Communities Are Protected And Supported.	<b>BO106</b> Our Looked After Young People Are Supported By Effective Corporate Parenting.	<b>BO108</b> All Our Children And Young People Are Supported To Realise Their Potential.	<b>BO110</b> We Support Businesses, Employment And Development Opportunities.	<b>BO113</b> Our Infrastructure Is Safe And Fit For The Future.	<b>BO115</b> We Are Efficient And Cost Effective.
	<b>BO102</b> We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	<b>BO105</b> Our Natural And Built Environment Is Protected And Respected.	<b>BO107</b> The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	<b>BO109</b> All Our Adults Are Supported To Realise Their Potential.	<b>BO111</b> We Influence And Engage With Businesses and Policy Makers.	<b>BO114</b> Our Communities Are Cleaner And Greener.	<b>BO116</b> We Engage And Work With Our Customers, Staff And Partners.
	<b>BO103</b> We Enable A Choice Of Suitable Housing Options.				<b>BO112</b> Argyll & Bute Is Promoted To Everyone.		<b>BO117</b> We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	<p style="text-align: center;"><b>Caring, Committed, Collaborative &amp; Creative</b>  <b>Cùramach, Dealasach, Cruthachail agus Com-pàirteach</b></p>						

## HELENSBURGH & LOMOND 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.

<b>SUMMARY OF PERFORMANCE AGAINST TARGETS</b>	<b>FQ4 2020/21</b>	<b>FQ1 2021/22</b>	<b>GREEN RED NO TARGET TOTAL</b>
	9	8	
	12	13	
	7	7	
	28	28	

### H&L Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No 1 - People live active, healthier and independent lives</b>								
Number of affordable social sector new builds - H&L (Housing Services)	●	↑	0	0	10	10	Allan Brandie	<b>FQ1 2021/22 H&amp;L</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.
								<b>FQ4 2020/21 H&amp;L</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.

## H&amp;L 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	<p><b>FQ1 2021/22 A&amp;B</b></p> <p>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.</p> <p><b>FQ4 2020/21 A&amp;B</b></p> <p>The impact of Covid-related restrictions on on-site working, staff travel &amp; 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>

## H&amp;L Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.2 - People live in safer and stronger communities</b>								
H&L - Number of Parking Penalty Notices Issued (Streetscene H&L)		↑	No Target	411	No Target	1,611	Hugh O'Neill	<b>FQ1 2021/22 H&amp;L</b> Glen Loin 1 Car Park now no longer leased by ABC. Luss village lack of signs and lines causing visitors to park in area by mistake. Lomondside very busy.
								<b>FQ4 2020/21 H&amp;L</b> Visitors receiving PCNs despite Covid restrictions.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑	No Target	462	No Target	1,915	Hugh O'Neill	<b>FQ1 2021/22 A&amp;B</b> Lomondside busy with visitors, other areas not at pre-Covid levels.
								<b>FQ4 2020/21 A&amp;B</b> Area quite in general with the exception of Lomondside where visitors were ignoring Covid restrictions to visit.

## H&amp;L 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 - H&L (Streetscene H&L)	●	↓	£227,868	£162,024	£56,532	£39,833	Hugh O'Neill	<b>FQ1 2021/22H&amp;L</b> 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 within H&L Arrochar and Luss are busy most of the time while Helensburgh is busier on sunny days.
								<b>FQ4 2020/21 H&amp;L</b> 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.
<i>Arrochar</i>				£2,374	<i>Income collected each FQ.</i>	£11,880		
<i>Luss, Lomond</i>				£2,915		£23,515		
<i>Maitland Street, Helensburgh</i>				£44		£0		
<i>Pier, Helensburgh</i>				£1,109		£4,437		
Car Parking income to date - A&B (StreetScene)	●	↓	£1,002,075	£491,197	£194,703	£65,535	Hugh O'Neill	<b>FQ1 2021/22 A&amp;B</b> 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.
								<b>FQ4 2020/21 A&amp;B</b> 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.



## H&amp;L 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 H&L (Streetscene H&L)	●	↑	12	30	12	14	Tom Murphy	<b>FQ1 2021/22 H&amp;L</b> The number of dog fouling complaints for the FQ1 has halved since the last quarter with a total of 14 complaints for the months of April, May and June. The Warden Service have engaged with relevant partners and complainers in an attempt to gain the necessary support and evidence to report those responsible. Wardens continue to patrol hot spot areas offering advise, warnings and fixed penalties where appropriate.
								<b>FQ4 2020/21 H&amp;L</b> 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.
Dog fouling - total number of complaints A&B (StreetScene)	●	↑	78	96	78	72	Tom Murphy	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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.

## H&amp;L 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] - H&L Helensburgh (Cleanliness Monitoring Systems) <b>MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE</b>	●	↑	73	75	73	76	Tom Murphy	<b>FQ1 2021/22 H&amp;L</b> There has been an improvement in the standard of cleanliness this quarter in the Helensburgh/Lomond area with the following performance levels, April 76, May 80 and June 73.
								<b>FQ4 2020/21 H&amp;L</b> 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.
LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average (Cleanliness Monitoring Systems) <b>MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE</b>	●	⇒	73	81	73	81	Tom Murphy	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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%.

## H&amp;L Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.3 - Children and young people have the best possible start</b>								
No Area Committee Measures to report on for Corporate Outcome 3.								
<b>Corporate Outcome No.4 - Education, skills and training maximises opportunities for all</b>								
H&L-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●	↓	94.00%	94.84%	94.00%	93.89%	Simon Easton	<b>FQ1 2021/22 H&amp;L</b> There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22.
								<b>FQ4 2020/21 H&amp;L</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.
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	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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.

## H&amp;L Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.5 - The economy is diverse and thriving</b>								
% of Pre-Application enquiries processed within 20 working days - H&L (Planning Applications)	●	↓	75.0%	68.0%	75.0%	51.5%	Peter Bain	<b>FQ1 2021/22 H&amp;L</b> During FQ1 performance in the Helensburgh and Lomond area team continued to be affected by the backlog of work arising from Covid and settling in of a new staff member. It is anticipated that there should be signs of improvement during FQ2.
								<b>FQ4 2020/21 H&amp;L</b> Performance in the Helensburgh and 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.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0%	68.9%	75.0%	66.7%	Peter Bain	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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 - H&L (Planning Applications)	●	↑	8.0 Wks	9.0 Wks	8.0 Wks	8.7 Wks	Peter Bain	<b>FQ1 2021/22 H&amp;L</b> Performance in FQ1 improved to 8.7 weeks when compared to FQ4 at 9.0 weeks, in what are difficult operational circumstances.
								<b>FQ4 2020/21 H&amp;L</b> Performance in FQ4 improved to 9.0 weeks when compared to FQ3 at 11.1 weeks, in what are difficult operational circumstances.
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	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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.

## H&amp;L Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Corporate Outcome No.6 - We have infrastructure that supports sustainable growth</b>								
Street lighting - H&L percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↑	75%	38%	75%	45%	Hugh O'Neill	<b>FQ1 2021/22 H&amp;L</b> 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.
								<b>FQ4 2020/21 H&amp;L</b> 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.

## H&amp;L 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	<p><b>FQ1 2021/22 A&amp;B</b></p> <p>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.</p> <p><b>FQ4 2020/21 A&amp;B</b></p> <p>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.</p>

## H&amp;L 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 H&L (Streetscene H&L)		↑	No Target	5	No Target	0	Tom Murphy	<b>FQ1 2021/22 H&amp;L</b> There were no waste collection complaints received this quarter for Helensburgh and Lomond. This is excellent given the large number of both domestic and commercial properties serviced.
								<b>FQ4 2020/21 H&amp;L</b> 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.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	15	No Target	0	Tom Murphy	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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.

## H&amp;L 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	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</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	<b>FQ1 2021/22 Waste PPP Area</b> 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.
								<b>FQ4 2020/21 Waste PPP Area</b> 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	<b>FQ1 2021/22 Islands</b> 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.
								<b>FQ4 2020/21 Islands</b> 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	<b>FQ1 2021/22 H&amp;L</b> 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.
								<b>FQ4 2020/21 H&amp;L</b> 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).



## H&amp;L Area Scorecard FQ1 2021/22

Performance element	Status	Performance Trend	Target FQ4	Actual FQ4	Target FQ1	Actual FQ1	Owner	Comments
<b>Making It Happen</b>								
H&L Teacher Absence (Education Other Attendance)	●	↓	1.50 days	1.50 days	1.50 days	1.94 days	Simon Easton	<b>FQ1 2021/22 H&amp;L</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.
								<b>FQ4 2020/21 H&amp;L</b> Teacher absence is significantly lower than the same time last year with an even split of days lost between short and long term.
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↓	1.50 days	1.15 days	1.50 days	1.36 days	Simon Easton	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</b> Teacher absence has reduced significantly (by over 1 work day lost per FTE) on the same quarter last year.
H&L LGE Only (HR1 - Sickness absence ABC)	●	↓	2.36 days	2.85 days	2.36 days	4.38 days	Carolyn McAlpine	<b>FQ1 2021/22 H&amp;L</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.
								<b>FQ4 2020/21 H&amp;L</b> 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.
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	<b>FQ1 2021/22 A&amp;B</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.
								<b>FQ4 2020/21 A&amp;B</b> Work days lost this quarter remains the same as it did in the same quarter last year.