

<b>KPIs FQ2 2021/22</b>	<b>DESCRIPTION</b>
FIS102_01	Maximise distribution of Scottish Welfare Fund.
FIS102_04a	All new benefit claims are processed promptly.
FIS110_02	Maintain the percentage of suppliers that are paid within 30 days.
FIS115_01	The agreed audit plan is delivered.
FIS115_02	Maintain the high rate of collecting Non-Domestic Rates [NDR].
FIS115_03	Maintain the high rate of collecting Council Tax.
EDU106_02	Increase the percentage of successful examination presentations in levels 4 and 5 for Literacy and Numeracy by our senior phase pupils.
EDU106_05	Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place.
EDU107_05	Maintain the percentage of all young people leaving school achieving a positive destination into further education, training or employment.
EDU108_04	Digital technology is used to deliver the curriculum wherever necessary as a cover for teacher vacancies or low rolls.
LRS102_01	Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income.
LRS110_02	Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal.
LRS110_03	Maintain the percentage of all Small Medium Enterprises (SMEs) that win Council contracts.
COM107_01	Provide quality meals within cost margins to all pupils.
CSS101_02	Increase public use of corporate social media sites on three categories of information: council news, community success and general use.
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.
CSS113_02	Maintain the average time to resolve ICT incidents.
CSS115_01	Increase the percentage of all Self-Service and automated contacts.
RIS113_03	The percentage of the top priority routes that receive winter weather treatment that are completed on time (Winter Maintenance operations).
RIS113_04	The percentage of Class 1 potholes that are repaired within 36 hours.
RIS113_05	The percentage of street lighting fault repairs are completed within 10 working days.
RIS114_01	The percentage of waste that is recycled, composted or recovered.
RIS114_03	Percentage of street cleanliness.
RIS115_01	Percentage of bins collected on time.
DEG103_02	The percentage of positive homeless prevention interventions (prevent 1).
DEG105_01	Respond to Building Warrant applications within 20 days.
DEG 105_02	The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.
DEG110_03	The time it takes to determine 'local' planning applications is no longer than 10% above the National Average.
<b>28</b>	<b>TOTAL KPIs</b>

## FQ2 2021/22 Key Performance Indicators for Education

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

## FQ2 2021/22 Key Performance Indicators for Education

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS															
<p><b>Indicator:</b> EDU106_02 Increase the percentage of successful examination presentations in levels 4 and 5 for Literacy and Numeracy by our senior phase pupils.</p> <p><b>Why measure this?</b> 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.</p> <p><b>Commentary:</b> At National 4 we are delighted to continue our 100% pass rate which was 13.9% above the national average. At National 5 our pass rate was 97.22%. 3.2% above the national average. This year’s results must not be compared with any previous results as the Alternative Assessment Model was completely different from previous years.</p> <p><b>This indicator is above target. Performance cannot be measured against the previous reporting period</b></p>															
<b>TARGET</b> FQ2 Annually 60%	<b>ACTUAL</b> FQ2 Annually 97.0%  <b>G</b>	<b>BENCHMARK</b> Virtual Comparator: 60%	<b>PERFORMANCE</b>  ↑												
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 10px; margin-right: 20px; text-align: center;">                 Latest status  FY 21/22  97.0 %             </div> <div style="flex-grow: 1;"> <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Performance Data from Chart</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> <th>Benchmark (%)</th> </tr> </thead> <tbody> <tr> <td>FY 20/21</td> <td>~60</td> <td>60</td> <td>60</td> </tr> <tr> <td>FY 21/22</td> <td>97.0</td> <td>60</td> <td>60</td> </tr> </tbody> </table> </div> <div style="margin-left: 20px; border: 1px solid #ccc; padding: 5px;">                 Legend:  <span style="color: cyan;">■</span> Benchmark  <span style="color: red;">■</span> Target  <span style="color: black;">■</span> Actual             </div> </div>				Year	Actual (%)	Target (%)	Benchmark (%)	FY 20/21	~60	60	60	FY 21/22	97.0	60	60
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## FQ2 2021/22 Key Performance Indicators for Education

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS																															
<b>Indicator: EDU106_05 Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place.</b>																															
<b>Why measure this? This is specific to each child and helps to support the child's educational journey.</b>																															
<b>Commentary:</b> Individual tracking in monitoring is in place on SEEMIS. The Principal Teacher for Care Experienced Children and Young People reviews this tracking at regular intervals, makes contact with schools and partners and advises on interventions needed for individual Children and Young People to raise attendance and attainment. Often the Care Experienced Health and Well-being officers are used to provide extra support.																															
<b>This indicator is above target with no change in performance since the last reporting period</b>																															
<b>TARGET FQ2</b> 100%	<b>ACTUAL FQ2</b> 100% <span style="color: green; font-size: 1.5em; font-weight: bold;">G</span>	<b>BENCHMARK</b> 2020/21: 100%	<b>PERFORMANCE</b> ➔																												
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FQ4 21/22	100	100	100																												

## FQ2 2021/22 Key Performance Indicators for Education

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS															
<p><b>Indicator:</b> EDU107_05 Maintain the percentage of all young people leaving school achieving a positive destination into further education, training or employment.</p> <p><b>Why measure this?</b> 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.</p>															
<p><b>Commentary:</b> The Annual Participation Measure for 2020-21 was released on 31st August 2021. In Argyll and Bute 93.5% of young people aged 16-19 were participating (in work, training or education). This figure is 1.3% above the national average. 3.2% were not participating, which is equal with the national average. 3.3% were unconfirmed, which is 1.3% below the national average.</p>															
<p><b>This indicator is slightly below target. As a new measure there is no trend data against a previous reporting period</b></p>															
<p><b>TARGET FQ2 Annually</b> 95%</p>	<p><b>ACTUAL FQ2 Annually</b> 94%</p> <p style="color: red; font-size: 1.2em; font-weight: bold;">R</p>	<p><b>BENCHMARK</b> 2020/21: 94%</p>	<p><b>PERFORMANCE</b></p>												
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