

## Number Of Success Measures: 85

BORef	Business Outcome	SM Code	Outcome success measures
BO101	We ensure information and support is available for everyone	CSS101_01	Improve the current accuracy rate for registration of births, deaths and marriages by the Council's Registration Service.
		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.
BO102	We provide support, prevention and opportunities to help people make better lifestyle choices	DEG102_01	Protecting health of our people through the delivery of the formally approved Joint Health Protection Plan. (2020-2022 plan)
		FIS102_01	Maximise distribution of Scottish Welfare Fund.
		FIS102_03	Maximise distribution of Discretionary Housing Payment (DHP) fund.
		LRS102_01	Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income.
		FIS102_02a	Scottish Welfare Fund claims processed promptly.
		FIS102_02b	Scottish Welfare Fund claims processed promptly.
		FIS102_04a	Process all new benefits claims or changes in circumstances promptly and accurately.
		FIS102_04b	Process all new benefits claims or changes in circumstances promptly and accurately.
BO103	We enable a choice of suitable housing options	FIS102_04c	Process all new benefits claims or changes in circumstances promptly and accurately.
		DEG103_01	Number of new affordable homes completed per annum.
		DEG103_02	The percentage of positive homeless prevention interventions (prevent 1).
BO104	Our communities are protected and supported	DEG103_03	The number of empty properties brought back in to use per annum.
		CPD104_01	Number of capacity building support sessions held with community groups.
		CPD104_02	The percentage of groups who say their effectiveness has increased as a result of capacity building by the team.
		CPD104_03	The percentage of groups whose users say they have an increase in confidence or wellbeing.
BO105	Our natural and built environment is protected and respected	DEG104_01	Undertake an enforcement intervention programme to high risk premises in respect of environmental health, animal health and welfare and licensing standards.
		LRS104_01	Undertake visits to all premises identified as high risk on the Trading Standards database.
		DEG105_01	Respond to Building Warrant applications within 20 days.
BO106	Our looked after young people are supported by effective corporate parenting	DEG105_02	The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.
		DEG105_03	Increase the use of the Building Standards service towards it being self-funding.
		EDU106_01	Increase positive destinations for our looked after children in Argyll and Bute.
		EDU106_02	Increase the percentage of successful examination presentations in levels 4 and 5 for Literacy and Numeracy by our senior phase pupils.

## Appendix 1

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BO106	Our looked after young people are supported by effective	EDU106_03	Maintain the low level of exclusion incidents experienced by our looked after children. Ensure there is a completed transition plan in place when a care experienced young person changes school / establishment
		EDU106_04	
		EDU106_05	
BO107	The support and lifestyle needs of our children, young people, and their families are met	COM107_01	Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place. Provide quality meals within cost margins to all pupils.
		EDU107_01	Support the increase in the uptake of available Grants, Allowance and Entitlements.  Increase from 2018/19 baseline Clothing Grants Free School Meals Education Maintenance Allowance
		EDU107_02	A counselling service is available in all secondary schools.
		EDU107_03	All children and young people identified as requiring an adapted timetable will have a flexible learning plan put in place.
		EDU107_04 EDU107_05	Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment. Maintain the percentage of all young people leaving school achieving a positive destination into further education, training or employment.
BO108	All our children and young people are supported to realise their potential	CSS108_01	The percentage of Modern Apprentices that go on to a positive destination after completing the Argyll and Bute Council Modern Apprentice Programme.
		EDU108_01	Increase the uptake of wider achievement opportunities which complement traditional SQA awards and offer alternative ways to develop learning, life and work skills.
		EDU108_02	The percentage of children that achieve their appropriate developmental milestones by Primary 1.
		EDU108_03	Maintain the percentage of primary pupils that become digital leaders.
		EDU108_04	Digital technology is used to deliver the curriculum wherever necessary as a cover for teacher vacancies or low rolls.
BO109	All our adults are supported to realise their potential	EDU108_05	All secondary establishments have a minimum of two (local community) business partners.
		EDU109_01	Maintain the number of adults engaged in community learning and development (CLD) employability programmes.
BO110	We support businesses, employment and development opportunities	EDU109_02	Increase the number of adults with Individual Learning Plans that identify and address employability barriers such as training needs and skills gaps.
		DEG110_01	REMOVED FROM SERVICE PLAN-The 12 month survival rate of new small and medium sized businesses.
BO110	We support businesses, employment and development opportunities	DEG110_02	The number of new business start-ups supported.
		DEG110_03	The time it takes to determine 'local' planning applications is no longer than 10% above the National Average.
		FIS110_01	Increase the total value of rates (NDR) relief awarded.
		FIS110_02	Maintain the percentage of suppliers that are paid within 30 days.
		LRS110_01	Maintain the percentage of all Council spend that is either under a contract or a Service Level Agreement (SLA).
		LRS110_02	Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal.

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BO110	We support businesses, employment and development	LRS110_03	Maintain the percentage of all Small Medium Enterprises (SMEs) that win Council contracts.
		LRS110_04	Increase the number of community benefits that are delivered through the contracts we award locally.
BO111	We influence and engage with businesses and policy makers	DEG111_01	An enforcement intervention is performed in a consistent and fair manner with businesses fully supported throughout.
BO112	Argyll and Bute is promoted to everyone	CSS112_01	Increase the use of #abplace2b and www.abplace2b.scot.
		DEG112_01	Deliver the Dunoon CARS (Conservation Area Regeneration Scheme) project.
			Percentage of project delivery to date
			Total spend to date
		DEG112_02	Deliver the Rothesay TH (Townscape Heritage) project.
			Percentage of project delivery to date
			Total spend to date
		DEG112_03	Deliver the Tarbert and Lochgilphead Regeneration Fund project.
			Percentage of project delivery to date
			Total spend to date
		DEG112_04	Deliver the Lochgilphead CARS (Conservation Area Regeneration Scheme) project.
			Percentage of project delivery to date
			Spend to date
BO113	Our infrastructure is safe and fit for the future	COM113_01	The percentage of operational buildings that are suitable for their current use.
		COM113_02	The percentage of internal floor area of operational buildings in satisfactory condition.
		CSS113_01	Deliver the ICT and Digital Strategy Action Plan.
		CSS113_02	Maintain the average time to resolve ICT incidents.
		RIS113_01	There are no 'avoidable' weight restrictions in place on our roads and bridges.
		RIS113_02	The percentage of roads in need of maintenance as defined by the annual survey.
		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.

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BO114	Our communities are cleaner and greener	RIS114_01	The percentage of waste that is recycled, composted or recovered.		
		RIS114_02	The number of tonnes of waste sent to landfill.		
		RIS114_03	Percentage of street cleanliness.		
BO115	We are efficient and cost effective	CSS115_01	Increase the percentage of all Self-Service and automated contacts.		
		EDU115_01	Our Grant spend is maximised: Gaelic Grant Glaif Looked After Children Attainment funding Scottish Attainment Challenge		
		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.		
		LRS115_01	The percentage of complaints that are resolved at Stage 1 (within 5 working days).		
		LRS115_02	The percentage of Freedom of Information requests that are responded to within timescales.		
		LRS115_03	The percentage of subject access requests that are responded to within the Data Protection Act timescales.		
		RIS115_01	Percentage of bins collected on time.		
		BO116	We engage and work with our customers, staff and partners	CPD116_01	The information provided to our community groups, individuals and partners is easy to understand.
				CPD116_02	All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee.
BO117	We encourage creativity and innovation to ensure our workforce is fit for the future	CSS117_01	The percentage of delegates who have reported an increase in their knowledge and/or confidence following completion of the Argyll and Bute Manager Programme.		
		CSS117_02	The percentage of responders who agree that our corporate training courses have met their learning needs.		
		EDU117_01	Increase the percentage of our early years workers who have gained or are working towards professional qualifications.		
		EDU117_02	Provide 6 probationer virtual learning days to our probationer teachers.		
		EDU117_03	The percentage of new head teachers who have or are working towards the statutory headship qualification.		