

**AREA SCORECARD FQ2 2021/22**

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**1 Background**

- 1.1 This paper presents the Area Report for Financial Quarter 2 2021/22 (July-September 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	Climate Change	None
3.7	Risk	None
3.8	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: FQ2 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 FQ2 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.

<b>SUMMARY OF PERFORMANCE AGAINST TARGETS</b>	<b>FQ1 2021/22</b>	<b>FQ2 2021/22</b>	<b>GREEN</b> <b>RED</b> <b>NO TARGET</b> <b>TOTAL</b>	<b>Increase from FQ1 to FQ2 due to removal of Sickness Absence Target.</b>
	8	10		
	13	7		
	7	11		
	28	28		

### H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	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)	●	⇓	10	10	0	0	Allan Brandie	<b>FQ2 2021/22 H&amp;L</b> During quarter 2 there were 19 completions across all four areas. Bute and Cowal - 0, Helensburgh and Lomond - 0, Mid Argyll, Kintyre and Islay - 0, Oban, Lorn and the Isles - Link handed over a further 19 social rented units of the 300 units at Dunbeg due for completion this year, bringing total to date to 55 (with 36 in Q1). 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. RSLs note ongoing supply shortages in materials and labour causing some slippage with programme.
								<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.
DEG103_01-Number of new affordable homes completed per annum (Housing Services)	●	⇓	54	54	19	19	Allan Brandie	<b>FQ2 2021/22 A&amp;B</b> During quarter 2 there were 19 completions across all four areas. Bute and Cowal - 0, Helensburgh and Lomond - 0, Mid Argyll, Kintyre and Islay - 0, Oban, Lorn and the Isles - Link handed over a further 19 social rented units of the 300 units at Dunbeg due for completion this year, bringing total to date to 55 (with 36 in Q1). 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. RSLs note ongoing supply shortages in materials and labour causing some slippage with programme.
								<b>FQ1 2021/22 A&amp;B</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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	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	1,611	No Target	1,241	Hugh O'Neill	<b>FQ2 2021/22 H&amp;L</b> Luss village signage/lines still causing issues
								<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.
A&B - Number of parking penalty notices issued (StreetScene)		↓	No Target	1,915	No Target	1,583	Hugh O'Neill	<b>FQ2 2021/22 A&amp;B</b> Lomondside busy with visitors, other areas not at pre-Covid levels.
								<b>FQ1 2021/22 A&amp;B</b> Lomondside busy with visitors, other areas not at pre-Covid levels.
Car parking income to date - H&L (Streetscene H&L)	●	↑	£56,532	£39,833	£141,055	£179,755	Hugh O'Neill	<b>FQ2 2021/22H&amp;L</b> Income in H&L has improved over FQ2; income is now higher than anticipated. This is likely due to the popularity of destinations such as Luss and Arrochar and their proximity to the central belt.
								<b>FQ1 2021/22 H&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.
<i>Arrochar</i>				£11,880				£31,715
<i>Luss, Lomond</i>				£23,515				£96,375
<i>Sinclair Street, Helensburgh</i>				£0				£8
<i>Maitland Street, Helensburgh</i>				£0				£6
<i>Pier, Helensburgh</i>				£4,437				£11,819
Car parking income to date - A&B (StreetScene)	●	↑	£194,703	£65,551	£485,808	£491,275	Hugh O'Neill	<b>FQ2 2021/22 A&amp;B</b> While FQ1 showed a significant under-recovery in anticipated income, FQ2 appears to demonstrate a return to pre-Covid behaviour. An element of the under-recovery in FQ1 is likely due to the processes for cashless payments reaching the ledger, however, it is clear that FQ1 income was significantly impacted by on-going Covid lockdown effects. Three of the four areas are showing higher than anticipated income with only B&C continuing to under-recover. It should be noted, however, that a new warden is due to start in B&C in mid-October which is expected to have a positive impact on both driver and parking behaviour and income recovery.
								<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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints H&L (Streetscene H&L)	●	↑	12	14	12	9	Tom Murphy	<b>FQ2 2021/22 H&amp;L</b> The number of dog fouling complaints has halved this quarter, with only 9 received. The warden service continues to engage with all parties in an attempt to advise and educate on the issues of dog fouling.
								<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.
Dog fouling - total number of complaints A&B (StreetScene)	●	↑	78	72	78	46	Tom Murphy	<b>FQ2 2021/22 A&amp;B</b> Although the number of dog fouling complaints has reduced this quarter it still remains high. The warden service will continue to engage with all parties in an attempt to explain and educate on the issues of dog fouling, however it is difficult to catch a person committing an offence as the majority of the complainants wish to remain anonymous.
								<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.
LEAMS [Local Environment Audit and Management System] - H&L Helensburgh (Cleanliness Monitoring Systems) <b>MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE</b>	●	↑	73	76	73	77	Tom Murphy	<b>FQ2 2021/22 H&amp;L</b> The standard of cleanliness for this quarter in Helensburgh and Lomond area remains steady with the following performance levels July and August 74 and September 84.
								<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.
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>FQ2 2021/22 A&amp;B</b> Again this quarter the level of street cleanliness remains at a very high standard. The role of the Amenity Wardens has had a key influence around littering and dog fouling to assist in maintaining the good level of performance.
								<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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	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%	93.89%	94.00%	93.89%	Simon Easton	<b>FQ2 2021/22 H&amp;L</b> Developing Young Workforce co-ordinators are now well established within each cluster and making contact with employers.
								<b>FQ1 2021/22 H&amp;L</b> There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22.
EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	●	⇓	94.00%	94.58%	94.00%	93.50%	Simon Easton	<b>FQ2 2021/22 A&amp;B</b> The Annual Participation Measure for 2020-21 was released on 31 <sup>st</sup> 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.
								<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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	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%	51.5%	75.0%	87.5%	Peter Bain	<b>FQ2 2021/22 H&amp;L</b> With a turnaround rate of 87.5% pre-application enquiries within 20 working days, the team has achieved its best result in 2 years.
								<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.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0%	66.7%	75.0%	65.5%	Peter Bain	<b>FQ2 2021/22 A&amp;B</b> The Development Management Team is seeing an uplift in demand for the service, whilst operating at reduced capacity in terms of resource - this is reflected in the performance for FQ2, which traditionally sees a higher level of annual leave taken. 65.5% of pre-application enquiries were turned around in 20 working days, against a target of 75% The volume of enquiries has increased by over a third since the same period last year. During FQ2, a new Planning Officer joined the team in Mid-Argyll, but the Oban team continued to operate throughout the whole period with a vacant post. The position has been offered to the successful candidate with an anticipated start date in November. This will bring the team up to the minimum resource level required to operate the service for the first time in over a year.
								<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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder planning apps: Ave no. of weeks to determine - H&L (Planning Applications)	●	⇓	8.0 wks	8.7 wks	8.0 wks	9.5 wks	Peter Bain	<p><b>FQ2 2021/22 H&amp;L</b></p> <p>The average turnaround time for householder planning applications was 9.7 weeks, however this figure is impacted by a single application which took six months to determine. Volume of applications has increased by 32% on the same period last year.</p> <p><b>FQ1 2021/22 H&amp;L</b></p> <p>Performance in FQ1 improved to 8.7 weeks when compared to FQ4 at 9.0 weeks, in what are difficult operational circumstances.</p>
Householder planning apps: ave no. of weeks to determine - ABC (Planning Applications)	●	⇓	8.0 wks	9.1 wks	8.0 wks	9.7 wks	Peter Bain	<p><b>FQ2 2021/22 A&amp;B</b></p> <p>The Development Management Team is seeing an uplift in demand for the service, whilst operating at reduced capacity in terms of resource - this is reflected in the performance for FQ2, which traditionally sees a higher level of annual leave taken. Following the temporary addition of a colleague to our Central Validation Team, the number of applications validated increased by 22% over the same period last year. (Demonstrating our commitment to "Grow Your Own", this succession planning for the impending retirement of a key member of the CVT has shown dividends.) When reporting against applications determined, performance in terms of timescale of delivery saw a reduction in all areas. However, this must be set against a 25% increase in volume compared to the same period last year: - Householder Applications +14% - Local (excl HH) Applications +13% - Other* Applications +85% *The category of "Other" applications constitute those for which we receive very little income, as laid down in legislation. The 74 applications determined, attracted the sum of £2,982 (or £40.30 each) at times of budgetary challenges being experienced by Local Planning Authorities. During FQ2, a new Planning Officer joined the team in Mid-Argyll, but the Oban team continued to operate throughout the whole period with a vacant post. The position has been offered to the successful candidate with an anticipated start date in November. This will bring the team up to the minimum resource level required to operate the service for the first time in over a year.</p> <p><b>Benchmarking 2019/20, 2020/21 and 2021/22</b></p> <p>This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Changes made by The Scottish Government in reporting cycles, have necessitated changes to the way we input benchmarking figures in Pyramid: 1) The annual benchmark figure, when published in July each year will be used to retrospectively update every FQ for that FY (applied to FY 2019/20 &amp; FY 2020/21). 2) This will be projected forward throughout the four FQ's of the next FY* (as has been standard practice in Development Management for over a decade now). * projected benchmark figures are necessary to populate the field in Scorecard, due to the fact that information is now only published by The Scottish Government twice a year.</p> <p><b>FQ1 2021/22 A&amp;B</b></p> <p>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.</p>

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	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%	45%	75%	29%	Hugh O'Neill	<b>FQ2 2021/22 H&amp;L</b> Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months.
								<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.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↓	75%	46%	75%	31%	Hugh O'Neill	<b>FQ2 2021/22 A&amp;B</b> Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months.
								<b>FQ1 2021/22 A&amp;B</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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of complaints regarding waste collection H&L (Streetscene H&L)		⇒	No Target	0	No Target	0	Tom Murphy	<b>FQ2 2021/22 H&amp;L</b> Again this quarter there were no waste collection complaints received for the Helensburgh and Lomond area, excellent service given the number of properties serviced.
								<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.
Total number of complaints regarding waste collection - A&B (StreetScene)		⇒	No Target	0	No Target	0	Tom Murphy	<b>FQ2 2021/22 A&amp;B</b> Again this quarter there were no waste collection complaints received in relation to the service. This is an excellent level of service given the number of properties serviced.
								<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.

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted and recovered (Waste Management Performance)	●	↑	45.0%	46.6%	45.0%	50.5%	John Blake	<b>FQ2 2021/22 A&amp;B</b> 50.5% recycling ,composting and recovery in Q2 (35.0% recycling/composting plus 15.5% recovery). Recycling levels back to normal with rates similar to pre-Covid levels.
								<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.
Shanks - Percentage of waste recycled, composted and recovered (Waste Management Performance)		↑	No Target	45.5%	No Target	52.8%	John Blake	<b>FQ2 2021/22 Waste PPP Area</b> 52.8% recycling ,composting and recovery in Q2 (30.6% recycling/composting plus 22.2% recovery). Recycling levels back to normal with rates similar to pre-Covid levels.
								<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.
Islands - Percentage of waste recycled, composted and recovered (Waste Management Performance)		↑	No Target	33.8%	No Target	37.2%	John Blake	<b>FQ2 2021/22 Islands</b> 37.2% recycling ,composting and recovery in Q2 (35.9% recycling/composting plus 1.3% recovery). Recycling levels more back to normal with rates closer to pre-Covid levels.
								<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.
H&L - Percentage of waste recycled, composted and recovered (Waste Management Performance)		↓	No Target	52.0%	No Target	51.2%	John Blake	<b>FQ2 2021/22 H&amp;L</b> 51.2% recycling ,composting and recovery in Q2 (43.2% recycling/composting plus 8.0% recovery). Recycling levels more back to normal with rates close to pre-Covid levels.
								<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.

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Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
<b>Making It Happen</b>								
H&L Teacher absence (Education Other Attendance)		↑	No Target	1.94 days	No Target	0.83 days	Simon Easton	<p><b>FQ2 2021/22 H&amp;L</b> H&amp;L Teacher Sickness Absence levels have fallen in this quarter against last which is usual due to Q2 being the summer holiday period. It is slightly lower than the same quarter last year which is significantly different to the trend we are seeing with LGE staff where it is higher.</p> <p><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.</p>
A&B Teacher absence (HR1 - Sickness Absence ABC)		↑	No Target	1.36 days	No Target	0.89 days	Simon Easton	<p><b>FQ2 2021/22 A&amp;B</b> Overall Teacher sickness absence levels have fallen from quarter one - this is a seasonal trend connected to the summer holiday period. Absence levels are also very slightly lower than the same quarter last year whereas LGE absence levels are significantly higher.</p> <p><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.</p>
H&L LGE only (HR1 - Sickness absence ABC)		↑	No Target	4.38 days	No Target	3.01 days	Carolyn McAlpine	<p><b>FQ2 2021/22 H&amp;L</b> Sickness absence levels fall during Q2 due to it being the summer holiday period and H&amp;L has followed this trend. Number of work days lost has almost doubled against the same period last year but this was the period in which the first lockdown fell where there was a reduction in absence due to shielders, service shutdowns, working from home and social distancing.</p> <p><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.</p>
A&B LGE staff summary - combined office and non-office (HR1 - Sickness Absence ABC)		↑	No Target	3.32 days	No Target	3.16 days	Carolyn McAlpine	<p><b>FQ2 2021/22 A&amp;B</b> Overall LGE sickness absence levels have fallen in this quarter which is in line with seasonal trends as this is the summer holiday period. The sickness absence levels have increased on the same period last year by almost a day and a third. The same period last year was just as we were emerging out of lockdown which had seen much lower levels of absence.</p> <p><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.</p>