

AREA SCORECARD FQ3 2021/22

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 3 2021/22 (October to December 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 A short key to symbols / layout is attached (Appendix 1).
- 1.4 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached (Appendix 2).
- 1.5 All Public Sector Bodies have a statutory to comply with Accessibility Legislation. This requires that public sector websites must be accessible.

We are currently working to improve our presentation of information on the website to meet accessibility criteria and so will be making some changes to the way that pdf report that provides performance detail of current and previous quarters (Appendix 3) and Scorecard images (Appendix 4) are published on the website.

It is proposed that an amended report template and Scorecard are electronically circulated to Members for information and approval.

- 1.6 The Committee are also asked to consider if the Scorecard images by Corporate Outcome are still of value. These supplementary images by Corporate Outcome were introduced prior to the more regular use of Tablets and digital ways of working.

If the supplementary images add little or no value it is proposed that their production and circulation is ceased.

It should be noted that Pyramid remains live and all measures can be navigated as usual through the front screen.

- 1.7 It should be noted that as a consequence of 1.5 and 1.6 going forward there may be one performance report in a revised format with no supporting Scorecard(s).

1.8 The following list of commitments noted from previous meeting to be addressed by Head of Roads and Infrastructure Services.

- a) To confirm when the white lining in Dunoon town centre be completed and by what date will the broken car parking ticket machines be fixed.
- b) To confirm the reason(s) for the delay in fixing street lighting issues.
- c) To confirm the drop in revenue for each of the Cowal car parks as a consequence of faulty meters.

1.9 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.

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.
- d) Note the requirement to amend the current report template and Scorecard.
- e) Agree that an amended report template and Scorecard are electronically circulated to Members for information and approval to meet the FQ4 2021/22 reporting deadline.
- f) Agree to end the production and circulation of the supplementary images of the Scorecard by Corporate Outcome.

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: FQ3 2021/22 B&C Word Report in pdf format

Appendix 4: FQ3 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)

- 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	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	<p style="text-align: center;">Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach</p>						

BUTE & COWAL FQ3 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.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ2 2021/22	FQ3 2021/22	GREEN RED NO TARGET TOTAL
	11	11	
	7	7	
	12	12	
	30	30	

B&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - B&C (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	FQ3 2021/22 B&C No completions in Bute and Cowal during quarter 3.
								FQ2 2021/22 B&C 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.
DEG103_01-Number of new affordable homes completed per annum (Housing Services)	●	↑	19	19	23	23	Allan Brandie	FQ3 2021/22 A&B 23 completions in Oban, Lorn and the Isles during quarter 3. Link Group achieved completion of a further 23 General Needs units for Social Rent at Dunbeg (as part of Phase 3) comprising:- 21 x 2 bed 4 person units, 1 x 3 bed 6 person 1 x 4 bed 7 person units in December 2021. Other onsite projects have slipped into 2022 due to Covid-related supply and staffing issues.
								FQ2 2021/22 A&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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	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	40	No Target	46	Hugh O'Neill	FQ3 2021/22 B&C We continue to enforce restrictions in the Bute and Cowal area. At present there are a number of work instructions for road markings to be carried out which will allow further enforcement. Due to weather issues lining contractors are not always able to attend. We are in the process of chasing this up. We have recruited a new Warden to cover the Bute and Cowal area. This has allowed better coverage of the area and improved engagement and enforcement.
								FQ2 2021/22 B&C Most of Dunoon and Rothesay town centres not enforceable due to road markings deteriorating.
A&B - Number of parking penalty notices issued (StreetScene)		↓	No Target	1,583	No Target	973	Hugh O'Neill	FQ3 2021/22 A&B Pay and display car parks free for two weeks before Christmas, lining issues in various areas.
								FQ2 2021/22 A&B Lomondside busy with vistors, other areas not at pre-Covid levels.

B&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Car parking income to date - B&C (Streetscene B&C)	●	↑	£93,395	£29,531	£69,728	£32,046	Hugh O'Neill	FQ3 2021/22 B&C The recovery from Covid regulations has seen a slow return to more normal parking which has seen parking income improve but we are still behind our detailed budget for Bute and Cowal.
								FQ2 2021/22 B&C Income is lower than anticipated through the budget process but not wholly unexpected as a continuing impact of Covid. A new Amenity Warden is due to commence employment mid-October; better visibility should lead to both an improvement in responsible parking but may positively impact income as well.
<i>Guildford Street, Rothesay</i>				£127		£102	<i>Income collected each FQ.</i>	
<i>Church Street, Dunoon</i>				£1		£0		
<i>Swimming Pool, Dunoon</i>				£141		£99		
<i>Dunoon Pier</i>				£347		£62		
<i>Moir Street, Dunoon</i>				£1,753		£470		
<i>B&C</i>				£12,062		£1,699		
<i>Argyll Street, Dunoon</i>				£1,234		£51		
<i>Jane Villa, Dunoon</i>				£393		£33		
Car parking income to date - A&B (StreetScene)	●	↑	£485,808	£491,275	£660,069	£699,363	Hugh O'Neill	FQ3 2021/22 A&B The recovery from Covid regulations has seen a slow return to more normal parking which has seen parking income improve in some areas. The anticipated income was £660,069, we have recovered £699,363 across the whole of Argyll and Bute.
								FQ2 2021/22 A&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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)	●	↓	27	11	27	27	Tom Murphy	FQ3 2021/22 B&C The number of dog fouling complaints received for the Bute and Cowal area has more than doubled this quarter. The warden service is aware of a particular area in Bute having more complaints than normal and is working with the Housing Association to rectify this. The warden service in both Bute and Cowal will continue to engage with all partners in an attempt to deal with this problem.
								FQ2 2021/22 B&C The number of dog fouling complaints in Bute and Cowal has more than halved this quarter. The warden service continue to monitor and engage with all parties in an attempt to deal with this problem by explaining and educating on the issues caused by dog fouling.
Dog fouling - total number of complaints A&B (StreetScene)	●	↓	78	46	78	60	Tom Murphy	FQ3 2021/22 A&B Again this quarter the number of dog fouling complaints remain high, this is disappointing, however we are aware of a particular problem area in Bute and the Warden is liaising with the Housing Association to deal with this. The warden service will continue to engage with all parties in an attempt to reduce these complaints. It is difficult to catch a person committing an offence as the majority of the complainants wish to remain anonymous.
								FQ2 2021/22 A&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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
LEAMS [Local Environment Audit and Management System] - B&C Bute (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE	●	↑↑	73	81	73	84	Tom Murphy	FQ3 2021/22 B&C Bute The level of street cleanliness remains high again this quarter on the Isle of Bute, with October 84, November 81 and December 86, this is a very good performance.
								FQ2 2021/22 B&C Bute The level of street cleanliness remains high again this quarter on the Isle of Bute, with a performance recording of July 84, August 80 and September 78.
LEAMS [Local Environment Audit and Management System] - B&C Cowal (Cleanliness Monitoring Systems) MONTHLY DATA COMBINED TO SHOW QUARTERLY AVERAGE	●	↑↑	73	77	73	80	Tom Murphy	FQ3 2021/22 B&C Cowal Cowal's street cleanliness has increased this quarter, October and November 79 and December 81, this is a good level of service.
								FQ2 2021/22 B&C Cowal Cowal's street cleanliness figures remain steady again the quarter with a score of 77 for each month, exceeding the national standard of 67 and benchmark of 73.
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	78	Tom Murphy	FQ3 2021/22 A&B The department continues to deliver a high standard of street cleanliness for the months of October, November and December, the role of the Amenity Wardens plays a key part in this.
								FQ2 2021/22 A&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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	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%	91.78%	94.00%	91.78%	Simon Easton	FQ3 2021/22 B&C The Annual Participation Measure is collated and reported on once a year, normally September.
								FQ2 2021/22 B&C Developing Young Workforce co-ordinators are now well established within each cluster and making contact with employers.
EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	●	⇒	94.00%	93.50%	94.00%	93.50%	Simon Easton	FQ3 2021/22 A&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. Continuous engagement between schools, businesses, Developing the Young Workforce Coordinators, further and higher education establishments and other partners is in place to ensure the highest possible number of young people moving from school into work, training or ongoing education.
								FQ2 2021/22 A&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.

B&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
Percentage of pre-application enquiries processed within 20 working days - B&C (Planning Applications)	●	↑	75.0%	96.2%	75.0%	100.0%	Peter Bain	FQ3 2021/22 B&C The B&C team processed 100% of their pre-applications within the 20 working day target in FQ3 - a fantastic achievement.
								FQ2 2021/22 B&C 96.2% of pre-applications enquiries were processed within 20 working days, equaling the performance of the same period last year. This teams has been above target for PREAPP's throughout the pandemic.
Percentage of pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓	75.0%	65.5%	75.0%	61.7%	Peter Bain	FQ3 2021/22 A&B The Development Management Team continues to operate with reduced resource. Although the situation improved slightly in FQ3 following some success in recruitment, it will naturally take time for those taking up vacant posts to get up to speed. 61.7% of pre-application enquiries were turned around in 20 working days, against a target of 75%. Anecdotal evidence suggests that this is partly due to some Officers now being able to work through a backlog of PRE-APP's. (The OL&I team closed 40% more PREAPP's than they received in FQ3, for example.)
								FQ2 2021/22 A&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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Householder planning apps: ave no. of weeks to determine - B&C (Planning Applications)	●	↓	8.0 wks	7.2 wks	8.0 wks	8.8 wks	Peter Bain	<p>FQ3 2021/22 B&C</p> <p>The average of 8.8 weeks to determine householder applications is above the target of 8.0. However the volume of these applications determined by the Bute & Cowal team in FQ3 was 75% greater than FQ2.</p> <p>FQ2 2021/22 B&C</p> <p>At an average turnaround of 7.2 weeks, this is the best performance from the team since the challenges of the Covid pandemic first took hold.</p>
Householder planning apps: ave no. of weeks to determine - ABC (Planning Applications)	●	↓	8.0 wks	9.7 wks	8.0 wks	11.8 wks	Peter Bain	<p>FQ3 2021/22 A&B</p> <p>The Development Management Team continues to operate with reduced resource. Although the situation improved slightly in FQ3 following some success in recruitment, it will naturally take time for those taking up vacant posts to get up to speed. The volume of "householder" applications processed saw a 17.5% increase on FQ2. The headline performance figure of an average of 11.8 weeks to determine these applications, is skewed by 3 applications which took over 6 months to determine. The longest (19/00135/PP) took 2.1 years. Without these three excessive applications, the average time to determine would have been 10.4 weeks.</p> <p>Benchmarking 2019/20, 2020/21 and 2021/22</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 9: 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 & 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>FQ2 2021/22 A&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>

B&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	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%	43%	75%	80%	Hugh O'Neill	FQ3 2021/22 B&C During the festive shutdown reports of dark lamps and lighting faults have continued to come in which has increased the number of outstanding lighting issues as staff were off. After discussions with the Head of Service for RIS, Operations have now fully taken on Street Lighting to maximise the oversight and management of this part of the service. Staff have also been on leave as well as one member of staff returning on a phased return after a long term absence, options in regards to supplementing staffing levels are being considered in line with available budget to reduce the number of faults currently outstanding which is in excess of 250. Again this should be taken in context with the service managing in excess of 14,000 street lights.
								FQ2 2021/22 B&C 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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↑	75%	31%	75%	59%	Hugh O'Neill	<p>FQ3 2021/22 A&B</p> <p>Due to the darker evenings, the winter period is the most common time of year for reports of dark lamps and lighting faults, coupled with the Festive Council shut down, we saw an increase in the number of lighting issues being reported. In FQ2, the number of street lighting outstanding faults reported sat at c.180 with 31% being repaired within the 10 day timeframe. In FQ3, the number of street lighting outstanding faults reported, increased to c.250, with 59% being repaired within the 10 day timeframe. The service acknowledges that performance is still below target and is continuing to work with the action plan, which has been implemented to improve performance. This is reflective of the festive shut down as well as staff absence and staffing levels in line with our budget. Options to supplementing staffing levels are being progressed to reduce the number of faults currently outstanding which is in excess of 250. Again, this should be taken in context with the service managing in excess of 14000 street lights, with c.250 issues being less than 2% of our total lighting responsibilities. Management will continue to review this matter as a high priority, and monitor performance on a weekly basis.</p> <p>FQ2 2021/22 A&B</p> <p>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.</p>

B&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Total number of complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	FQ3 2021/22 B&C Bute There were no waste collection complaints received for the FQ3 period on the Isle of Bute. This is an excellent service given the number of domestic and commercial properties serviced.
								FQ2 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.
Total number of complaints regarding waste collection - B&C Cowal (Streetscene B&C)		⇒	No Target	0	No Target	0	Tom Murphy	FQ3 2021/22 B&C Cowal Another quarter with no waste collection complaints for the Cowal area, this is excellent given the number of domestic and commercial properties serviced.
								FQ2 2021/22 B&C Cowal An excellent achievement again this quarter for Cowal, no waste collection complaints received.
Total number of complaints regarding waste collection - A&B (StreetScene)		⇒	No Target	0	No Target	0	Tom Murphy	FQ3 2021/22 A&B Again this quarter there were no waste collection complaints, this is an excellent level of service given the number of domestic and commercial properties serviced throughout Argyll and Bute.
								FQ2 2021/22 A&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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted and recovered (Waste Management Performance)	●	↑	45.0%	50.5%	45.0%	50.6%	John Blake	FQ3 2021/22 A&B 50.6% recycling, composting and recovery (37.9% recycling/composting plus 12.7% recovery). Year to date rate of 49.2% similar to pre-Covid levels. Overall municipal waste tonnages however, have risen so far in 21/22 year compared to first 3 quarters combined in 19/20 year (pre-Covid) by circa 5%. This is likely in part due to high visitor numbers during the summer months and some new housing developments coming on stream in 2021.
								FQ2 2021/22 A&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.
Shanks - Percentage of waste recycled, composted and recovered (Waste Management Performance)		↑	No Target	52.8%	No Target	53.1%	John Blake	FQ3 2021/22 Waste PPP Area 53.1% recycling, composting and recovery (36.3% recycling/composting plus 16.8% recovery). Year to date figure of 50.5% (32.4% recycling/composting plus 18.1% recovery). Municipal waste tonnages have risen so far in 21/22 year compared to first 3 quarters combined in 19/20 year (pre-Covid). This is likely in part due to high visitor numbers during the summer months and some new housing developments coming on stream in 2021.
								FQ2 2021/22 Waste PPP Area 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.
Islands - Percentage of waste recycled, composted and recovered (Waste Management Performance)		↑	No Target	37.2%	No Target	39.0%	John Blake	FQ3 2021/22 Islands 39.0% recycling, composting and recovery (37.6% recycling/composting plus 1.4% recovery). Year to date figure of 36.7% (35.3% recycling/composting plus 1.4% recovery). Municipal waste tonnages have risen so far in 21/22 year compared to first 3 quarters combined in 19/20 year (pre-Covid). This is likely in part due to high visitor numbers during the summer months in 2021.
								FQ2 2021/22 Islands 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.
H&L - Percentage of waste recycled, composted and recovered (Waste Management Performance)		↓	No Target	51.2%	No Target	49.5%	John Blake	FQ3 2021/22 H&L 49.5% recycling, composting and recovery (41.3% recycling/composting plus 8.2% recovery). Year to date figure of 51.0% (42.9% recycling/composting plus 8.1% recovery). Municipal waste tonnages have risen so far in 21/22 year compared to first 3 quarters combined in 19/20 year (pre-Covid). This is likely in part due to high visitor numbers during the summer months and some new housing developments coming on stream in 2021.
								FQ2 2021/22 H&L 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&C Area Scorecard FQ3 2021/22

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Making It Happen								
B&C Teacher absence (Education Other Attendance)		↓	No Target	0.82 days	No Target	1.84 days	Simon Easton	FQ3 2021/22 B&C There has been a significant increase of 1 day on the previous quarter. In relation to the same quarter last year there has been a smaller increase which is in line with the overall historical trends.
								FQ2 2021/22 B&C Sickness absence levels usually fall in Q2 due to it being the summer holiday period and this has been the case in B&C. The absence levels are higher than the same quarter last year which is in line with the LGE staff but bucks the trend in terms of the overall picture for teacher absence which is a reduction on the same quarter last year although very small.
A&B Teacher absence (HR1 - Sickness Absence ABC)		↓	No Target	0.89 days	No Target	1.60 days	Simon Easton	FQ3 2021/22 A&B There is a significant increase of almost 3/4 of a day from the last quarter. Although this is typical of the seasonal trend as the summer holidays occur in the FQ2 period it is a larger increase than we have had since 2017/18. Against the same quarter last year there has been a slight increase.
								FQ2 2021/22 A&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.
B&C LGE only (HR1 - Sickness absence ABC)		↓	No Target	3.73 days	No Target	4.41 days	Carolyn McAlpine	FQ3 2021/22 B&C LGE absence remains high and is significantly higher than the same quarter last year. The absence is also higher than the previous quarter which is line with seasonal trends.
								FQ2 2021/22 B&C Sickness absence levels routinely fall in Q2 due to it being the summer holiday period but this has not been the case for B&C LGE absence which has increased from quarter 1 figures. It is also higher than the same quarter last year which is consistent with the overall picture of LGE absence.
A&B LGE staff summary - combined office and non-office (HR1 - Sickness Absence ABC)		↓	No Target	3.16 days	No Target	3.49 days	Carolyn McAlpine	FQ3 2021/22 A&B There has been an increase in absence against the last quarter. Whilst this is usual due to the summer holiday period occurring during FQ2, for LGE staff this year the gap between the two periods is slightly larger than in previous years - excluding 20/21 (Covid Impacted). Against the same period last year there is an increase of about 1/2 day.
								FQ2 2021/22 A&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.



B&C Area Scorecard 2021-22

FQ3 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 0 ■
Target 0 ↕

Number of new affordable homes completed per annum.

Actual 23 ■
Target 23 ↕
Benchmark 75 ↕

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date B&C

Actual £ 32,046 ■
Target £ 69,728 ↕

Car Parking income to date A&B

Actual £ 699,363 ■
Target £ 660,069 ↕

B&C - Number of Parking Penalty Notices Issued

Actual 46 ↕

A&B - Number of Parking Penalty Notices Issued

Actual 973 ↕

Dog fouling - total number of complaints B&C-QUARTERLY

Actual 27 ↕
Target 27 ↕

Dog fouling - total number of complaints A&B - QUARTERLY

Actual 60 ■
Target 78 ↕

LEAMS [Local Environment Audit and Management System] - B&C Bute

Actual 84 ■
Target 73 ↕

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average

Actual 78 ■
Target 73 ↕

LEAMS [Local Environment Audit and Management System] - B&C Cowal

Actual 80 ■
Target 73 ↕

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - B&C

Actual 8.8 Wks ■
Target 8.0 Wks ↕
Benchmark 11.8 Wks ↕

Householder Planning Apps: Ave no of Weeks to Determine - ABC

Actual 11.8 Wks ■
Target 8.0 Wks ↕
Benchmark 8.8 Wks ↕

% of Pre-Application enquiries processed within 20 working days - B&C

Actual 100.0 % ■
Target 75.0 % ↕
Benchmark 61.7 % ↕

% of Pre-application enquiries processed within 20 working days - A&B

Actual 61.7 % ■
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 91.78 % ■
Target 94.00 % ↕

EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment

Actual 93.50 % ■
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 53.1 % ↕

Islands - Percentage of Waste Recycled, Composted & Recovered

Actual 39.0 % ↕

RIS114_01-The percentage of waste that is recycled, composted or recovered

Actual 50.6 % ■
Target 45.0 % ↕
Benchmark 46.7 % ↕

H&L - Percentage of Waste Recycled, Composted & Recovered

Actual 49.5 % ↕

Street lighting - B&C percentage of faults repaired within 10 days

Actual 80 % ■
Target 75 % ↕

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days

Actual 59 % ■
Target 75 % ↕

Making It Happen

B&C Teacher Absence

Actual 1.84 Days ↕

A&B Teacher Absence

Actual 1.60 Days ↕

B&C LGE Only

Actual 4.41 Days ↕

A&B LGE Staff Summary - Combined Office & Non Office

Actual 3.49 Days ↕



B&C Area Scorecard 2021-22

FQ3 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	91.78 %	R
Target	94.00 %	➔

EDU107_04-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment

Actual	93.50 %	R
Target	94.00 %	➔
Benchmark	92.60 %	



B&C Area Scorecard 2021-22

FQ3 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	0	G
Target	0	➔

Number of new affordable homes completed per annum.

Actual	23	G
Target	23	➔
Benchmark	75	⬆



B&C Area Scorecard 2021-22

FQ3 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:	Actual	8.8 Wks	R
Ave no of Weeks to Determine - B&C	Target	8.0 Wks	↓
	Benchmark	11.8 Wks	

Householder Planning Apps:	Actual	11.8 Wks	R
Ave no of Weeks to Determine - ABC	Target	8.0 Wks	↓
	Benchmark	8.8 Wks	

% of Pre-Application enquiries processed within 20 working days - B&C	Actual	100.0 %	G
	Target	75.0 %	↑

% of Pre-application enquiries processed within 20 working days - A&B	Actual	61.7 %	R
	Target	75.0 %	↓



B&C Area Scorecard 2021-22

FQ3 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	£ 32,046	R
	Target	£ 69,728	↑

Car Parking income to date - A&B	Actual	£ 699,363	G
	Target	£ 660,069	↑

B&C - Number of Parking Penalty Notices Issued	Actual	46	↑
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A&B - Number of Parking Penalty Notices Issued	Actual	973	↓
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Dog fouling - total number of complaints B&C-QUARTERLY	Actual	27	↓
	Target	27	

Dog fouling - total number of complaints A&B - QUARTERLY	Actual	60	G
	Target	78	↓

LEAMS [Local Environment Audit and Management System] - B&C Bute	Actual	84	G
	Target	73	↑

LEAMS [Local Environment Audit and Management System] - Argyll and Bute monthly average	Actual	78	G
	Target	73	↓

LEAMS [Local Environment Audit and Management System] - B&C Cowal	Actual	80	G
	Target	73	↑



B&C Area Scorecard 2021-22

FQ3 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 53.1 % ↑

Islands - Percentage of Waste Recycled, Composted & Recovered
Actual 39.0 % ↑

H&L - Percentage of Waste Recycled, Composted & Recovered
Actual 49.5 % ↓

Street lighting - B&C percentage of faults repaired within 10 days
Actual 80 % **G**
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 50.6 % **G**
Target 45.0 % ↑
Benchmark 46.7 %

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
Actual 59 % **R**
Target 75 % ↑

**B&C Area Scorecard 2021-22**

FQ3 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 1.84 Days ↓

A&B Teacher Absence Actual 1.60 Days ↓

B&C LGE Only Actual 4.41 Days ↓

A&B LGE Staff Summary -
Combined Office & Non Actual 3.49 Days ↓
Office