

**AREA SCORECARD FQ3 2012-13**

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**1 Background**

- 1.1 This paper presents the Area Scorecard exceptional performance for financial quarter 3 2012-13 (October to December 2012).

**2 Recommendations**

- 2.1 It is recommended that the Area Committee notes the exceptional performance presented on the Scorecard.

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For further information, please contact:

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**Streetscene**

	Target	Helensburgh & Lomond	Council
Car Parking income to date - H&L	£ 228,996	£ 147,684 <b>R</b> ↑	£ 624,821
Dog fouling - number of complaints H&L	4		
Dog fouling - number of fines issued H&L			
LEAMS - H&L Helensburgh	73	73 <b>G</b> ↓	76
No of Complaints ref Waste Collection H&L		61 ↑	101
Dark street lamps – number of dark-lamp-nights * no data currently *			

**Schools**

	Target	Helensburgh & Lomond	Council
Primary schools % attendance	94.0 %	Currently no H&L data	95.6 %
School % attendance (Hermitage Academy)	92.0 %	92.8 % <b>G</b> ↓	92.5 %
Teachers (Helensburgh Cluster Attendance)	2 Days	Currently no H&L data	2.13 Days
Office based (Helensburgh Cluster Attendance)	2 Days	Currently no H&L data	3.17 Days
% Positive destinations	ACY 12/13 87.0 %	Currently no H&L data	86.0 %

**Adult Care**

	Target	Helensburgh & Lomond	Council
H&L - No of DP Clients		25 ↓	97
H&L - No of Children receiving DP		1 →	10
H&L - No of People Awaiting FPC within their Homes	0	0 <b>G</b> →	0
H&L - % of Older People receiving Care in the Community	70 %	73 % <b>G</b> ↑	69 %
H&L - % of Older People receiving Care in the Community - In Year	80.0 %	81.4 % <b>G</b> ↓	74.8 %
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		0 ↓	8
H&L - No of Delayed Discharges over 4 Weeks		0 →	0
H&L - % of LD Service Users with a PCP	25 %	92 % <b>G</b> ↑	88 %

**Children and Families**

	Target	Helensburgh & Lomond	Council
CP5 H&L - No of Children on CPR		13 ↓	39
CP16a H&L - No of Children on CPR with a completed CP plan		13	38
CABD53 H&L - Open Cases - children with disability		29 ↓	118
CA12 H&L - Total No LAAC		35 ↓	123
CA17 H&L - No of External LAAC		1 →	11
CA25 H&L - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> →	82 %

**Economy**

	Target	Helensburgh & Lomond	Council
H&L Business Gateway Customer satisfaction		Currently no H&L data	
CC1 Affordable social sector new builds - H&L	0	0 <b>G</b> →	12
% of ALL Planning Apps Processed within timescale in H&L	68.0 %	77.6 % <b>G</b> ↓	75.1 %
% of Major Planning Apps Processed in 4 months in H&L	55.0 %	100.0 % <b>G</b> →	0.0 %
% of Building Warrants Apps responded to within 20 days - H&L	80.0 %	95.6 % <b>G</b> ↓	97.6 %

**Roads**

	Target	Helensburgh & Lomond	Council
% road area resurfaced/reconstructed - H&L	FY 12/13 2.53 %	2.97 % <b>G</b> ↓	1.88 %
% road area surface treated - H&L	FY 12/13 4.40 %	4.52 % <b>G</b> ↑	4.45 %
% Cat 1 road defects repaired by end of next working day - H&L	90 %	100 % <b>G</b> ↑	94.3 %

**Community Resilience**

	Target	Helensburgh & Lomond	Council
H&L % community councils with emergency plan	0 %		
H&L % community councils developing an emergency plan			



## Helensburgh & Lomond Area Scorecard

### Exceptions

FQ3 12/13

Performance worth noting

#### Streetscene

	FQ2	FQ3	Target FQ3
Car Parking income to date - H&L	£ 113,704	£ 147,684	£ 228,996

#### Roads

	FQ2	FQ3	Target FQ3
% Cat 1 road defects repaired by end of next working day - H&L	88 %	100 %	90 %

#### Streetscene

	Target	Helensburgh & Lomond	Council
No of Complaints ref Waste Collection H&L		61	101

Complaints continue to rise

#### Children & Families

	Target	Helensburgh & Lomond	Council
CP5 H&L - No of Children on CPR		13	39
CA12 H&L - Total No LAAC		35	123
CA25 H&L - % Reviews of LAAC Convened within Timescales		100 %	82 %

Children on CPR is reducing

Significant decrease in LAAC

LAAC reviews steady at 100%

#### Adult Care

	Target	Helensburgh & Lomond	Council
H&L - No of DP Clients		25	97
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		0	8
H&L - % of LD Service Users with a PCP		92 %	88 %
H&L - % of Older People receiving Care in the Community		73 %	69 %

Steady increase over the last year

No delays this quarter

Continued improvement

Continued improvement