

AREA SCORECARD FQ4 2012-13

1 Background

- 1.1 This paper presents the Area Scorecard exceptional performance for financial quarter 4 2012-13 (January – March 2013).

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	£ 270,542	£ 167,421 R ↓	£ 718,384
Dog fouling - number of complaints H&L	4	9 R ↓	
Dog fouling - number of fines issued H&L	0	0 →	
LEAMS - H&L Helensburgh	73	71 R ↓	75
No of Complaints ref Waste Collection H&L		32 ↓	76
Dark street lamps – number of dark-lamp-nights * no data currently *			

Education

	Target	Helensburgh & Lomond	Council
Primary schools % attendance H&L	95.0 %	94.9 % R ↓	94.8 %
School % attendance (Hermitage Academy)	92.0 %	92.9 % G ↓	92.9 %
H&L Teachers absence per FTE	1.88 Days	2.05 Days R ↓	2.09 Days
H&L Office based staff absence per FTE	1.88 Days	4.31 Days R ↓	3.77 Days
% positive destinations (Hermitage Academy)	ACY 11/12	92 %	86.0 %

Adult Care

	Target	Helensburgh & Lomond	Council
H&L - No of DP Clients		24 ↓	94
H&L - No of Children receiving DP		1 →	10
H&L - No of People Awaiting FPC within their Homes	0	0 G →	0
H&L - % of Older People receiving Care in the Community	70 %	75 % G ↓	72 %
H&L - % of Older People receiving Care in the Community - In Year	80.0 %	79.5 % R ↓	77.0 %
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		2 ↓	12
H&L - No of Delayed Discharges over 4 Weeks		0 →	0
H&L - % of LD Service Users with a PCP	25 %	95 % G ↓	92 %

Children and Families

	Target	Helensburgh & Lomond	Council
CPS H&L - No of Children on CPR		4 ↓	27
CP16a H&L - No of Children on CPR with a completed CP plan		3 ↓	26
CABD53 H&L - Open Cases - children with disability		30 ↓	109
CA12 H&L - Total No LAAC		33 ↓	123
CA17 H&L - No of External LAAC		2 ↓	10
CA25 H&L - % Reviews of LAAC Convened within Timescales	100 %	100 % G →	93 %

Economy

	Target	Helensburgh & Lomond	Council
H&L Business Gateway Customer satisfaction		Currently no H&L data	
CC1 Affordable social sector new builds - H&L	30	0 R →	0
All Local Planning Apps: % processed in 2 months in H&L	70.0 %	92.1 % G ↓	71.9 %
Householder Planning Apps: % processed in 2 months in H&L	90.0 %	96.3 % G ↓	86.3 %
% of Building Warrants Apps responded to within 20 days - H&L	80.0 %	95.4 % G ↓	95.2 %

Roads

	Target	Helensburgh & Lomond	Council
% road area resurfaced/reconstructed - H&L	FY 12/13 2.53 %	2.97 % G ↓	1.88 %
% road area surface treated - H&L	FY 12/13 4.40 %	4.52 % G ↓	4.45 %
% Cat 1 road defects repaired by end of next working day - H&L	90 %	100 % G →	93.4 %

Community Resilience

	Target	Helensburgh & Lomond	Council
H&L % community councils with emergency plan	10 %	0 % R	
H&L % community councils developing an emergency plan		0 %	



Helensburgh & Lomond Area Scorecard

FQ4 12/13

Exceptions

Performance worth noting

Streetscene

	FQ3	FQ4	Target FQ4
Car Parking income to date - H&L	£ 147,684	£ 167,421	£ 270,542
Dog fouling - number of complaints H&L	0	9	4
LEAMS - H&L Helensburgh	73	71	73

Adult Care

	FQ3	FQ4	Target FQ4
H&L - % of Older People receiving Care in the Community - In Year	81.4 %	79.5 %	80.0 %

Education

	FQ3	FQ4	Target FQ4
Primary schools % attendance H&L	96.3 %	94.9 %	95.0 %
H&L Teachers absence per FTE	1.39 Days	2.05 Days	1.88 Days
H&L Office based staff absence per FTE	3.78 Days	4.31 Days	1.88 Days

Community Resilience

	FQ3	FQ4	Target FQ4
H&L % community councils with emergency plan		0 %	10 %

Streetscene

	Target	Helensburgh & Lomond	Council	
No of Complaints ref Waste Collection H&L		32	76	Improvement from FQ3

Children & Families

	Target	Helensburgh & Lomond	Council	
CP5 H&L - No of Children on CPR		4	27	Children on CPR is reducing
CA12 H&L - Total No LAAC		33	123	No of LAAC stable
CA25 H&L - % Reviews of LAAC Convened within Timescales		100 %	93 %	LAAC reviews steady at 100%

Adult Care

	Target	Helensburgh & Lomond	Council	
H&L - No of DP Clients		24	94	Steady increase over the last year
H&L - % of LD Service Users with a PCP		95 %	92 %	Improvement sustained
H&L - % of Older People receiving Care in the Community		75 %	72 %	Continued improvement
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		2	12	Slight deterioration