

**AREA SCORECARD FQ2 2013-14**

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**1 Background**

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 2 of 2013-14 (July to September 2013). Where commentary has been entered in Pyramid, it is included here.

**2 Recommendations**

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

Jane Fowler  
Head of Improvement and HR

For further information, please contact:

David Clements  
Improvement and Organisational Development Programme Manager  
(Planning and Performance Management)  
01465 604205

Environment	Target	OL&I	Council
Car Parking income to date - OL&I	£ 371,416		
Dog fouling - number of complaints LORN		18 ↑	92
Dog fouling - number of complaints MULL		3 ↑	
Dog fouling - number of fines issued LORN		0 →	1
Dog fouling - number of fines issued MULL		0 →	
LEAMS - OL&I Lorn	73	73 G ↑	78
LEAMS - OL&I Mull	73	79 G ↑	
No of Complaints ref Waste Collection - OL&I Lorn		21 ↑	42
No of Complaints ref Waste Collection - OL&I Mull		0 →	
Dark street lamps – number of dark-lamp-nights * no data currently *			

Economy	Target	OL&I	Council
CC1 Affordable social sector new builds - OL&I	0	0 G →	32
* ACHA - currently no ACHA data in Pyramid *			
All Local Planning Apps: % processed in 2 months in OL&I	70.0 %	82.6 % G ↑	76.6 %
Householder Planning Apps: % processed in 2 months in OL&I	90.0 %	100.0 % G ↑	89.7 %
% of Building Warrants Apps responded to within 20 days - OL&I	80.0 %	100.0 % G ↑	96.3 %

Adult Care	Target	OL&I	Council
OL&I - No of DP Clients		25 ↑	108
OL&I - No of People Awaiting FPC within their Homes	0	0 G →	0
Colonsay - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % G →	82.1 %
Mull & Iona - % of Older People receiving Care in the Community - In Year	80.0 %	90.9 % G ↓	
Oban - % of Older People receiving Care in the Community - In Year	80.0 %	74.7 % R ↓	
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80.0 %	66.7 % R ↓	

Children & Families	Target	OL&I	Council
CA12 OL&I - Total No LAAC		28 ↓	126
CA25 OL&I - % Reviews of LAAC Convened within Timescales	100 %	100 % G ↑	100 %
CP16 OL&I % of Children on CPR with a completed CP plan	100 %	100 % G →	77 %

Education	Target	OL&I	Council
HMIE positive School Evaluations - OL&I Sec		100 % →	100 %
% positive destinations (Oban High) ACY 11/12		92 %	90.1 %
% positive destinations (Tiree High School) ACY 11/12		100 %	
% positive destinations (Tobermory High) ACY 11/12		100 %	
% 5+ SCQF level 6 (Oban High) ACY 11/12	12.60 %	12.14 % R ↓	13 %
% 5+ SCQF level 6 (Tiree High School) ACY 11/12	12.60 %	30.00 % G ↑	
% 5+ SCQF level 6 (Tobermory High) ACY 11/12	12.60 %	6.67 % R ↓	
School % unauthorised absence (Oban High)		1.7 % ↓	1.2 %
School % unauthorised absence (Tiree High School)		5.0 % ↓	
School % unauthorised absence (Tobermory High)		0.1 % ↓	

Roads	Target	OL&I	Council
% road area resurfaced/reconstructed - OL&I	FY 12/13 1.13 %	1.15 % G ↓	1.88 %
% road area surface treated - OL&I	FY 12/13 2.87 %	2.73 % R ↓	4.45 %
% Cat 1 road defects repaired by end of next working day - OLI	90 %	86 % R ↓	89.2 %

Community Resilience	Target	OL&I	Council
OL&I % community councils with emergency plan	50 %	31 % R ↑	
OL&I % community councils developing an emergency plan	75 %	75 % →	



## Oban, Lorn and the Isles Area Scorecard

### Exceptions

FQ2 13/14

Performance worth noting

#### Environment

	FQ1	FQ2	Target FQ2
Car Parking income to date - OL&I	£ 110,704		£ 371,416

#### Roads

	FY 11-12	FY 12-13	Target FY 12-13
% road area surface treated - OL&I	4.24 %	2.73 %	2.87 %

#### Adult Care

	FQ1	FQ2	Target FQ2
Oban - % of Older People receiving Care in the Community - In Year	84.8 %	74.7 %	80.0 %
Tiree & Coll - % of Older People receiving Care in the Community - In Year	100.0 %	66.7 %	80.0 %

#### Education

	School year 2010-11	School year 2011-12	Target for 2011-12
% 5+ SCQF level 6 (Oban High)	12.38 %	12.14 %	12.60 %
% 5+ SCQF level 6 (Tobermory High)	13.33 %	6.67 %	12.60 %

#### Community Resilience

	FQ4	FQ1	Target FQ1
OL&I % community councils with emergency plan	25 %	31 %	50 %

#### Environment

	Target	OL&I	Council
LEAMS - OL&I Mull	73	79	78

Sustained improvement

#### Education

% 5+ SCQF level 6 (Tiree High School)	12.60 %	30.00 %	13 %		Results well above the national average
School % unauthorised absence (Tiree High School)	5.0 %		1.2 %		Absence in excess of average
% positive destinations (Tobermory High)	100 %		90.1 %		
% positive destinations (Tiree High School)	100 %				

Success measure	Target FQ2 13/14	Actual FQ2 13/14	Traffic light	Trend	Commentary
Car Parking income to date	£689,596				
Dog fouling - A&B total complaints	78	92	Red	Ascending	OL&I - A&B figure for information
Dog fouling - A&B total fines		1		Descending	OL&I - A&B figure for information
Dog fouling - number of complaints LORN		18		Ascending	Dog Fouling - Number of complaints Lorn Patrols are continuing, including joint patrols with local police. There has also been a number of patrols including wardens from out with the Lorn area, this has proved successful in all areas of enforcement.
Dog fouling - number of complaints OL&I	12	21	Red	Ascending	
Dog fouling - number of fines issued LORN		0		Constant	Dog Fouling - number of fines issued Lorn No fines have been issued in relation to dog fouling, however, there have been ongoing patrols and the difficulty is being in the correct area at the correct time. Amenity Services staff take this issue very seriously and will aim to step up additional patrols whenever possible.
Dog fouling - number of fines issued MULL		0		Constant	Dog Fouling - number of fines issued Mull No fines have been issued on the island, patrols will be maintained to ensure public awareness.
LEAMS - OL&I Lorn	73	73	Green	Ascending	LEAMS OLI- Lorn The LEAMS ratings remain at a satisfactory level, however, there is room for improvement. We are currently in the middle of a turnover of staff and are also trialing a pedestrian mechanical sweeper, with a view to purchasing should the trial prove a success.

Success measure	Target FQ2 13/14	Actual FQ2 13/14	Traffic light	Trend	Commentary
LEAMS - OL&I Mull	73	79	Green	Ascending	LEAMS OLI - Mull The currently level of performance is very high and on a recent visit I made the point of congratulating the street sweeper, due to the cleanliness I witnessed. There were a few areas of weed growth which will be targeted over the next couple of weeks.
No of Complaints ref Waste Collection		42		Ascending	OL&I - A&B figure for information
No of Complaints ref Waste Collection - OL&I Lorn		21		Ascending	Number of complaints waste collection - OLI Lorn The number of complaints has been due to the service experiencing difficulties recently through a number of vehicle breakdowns.
No of Complaints ref Waste Collection - OL&I Mull		0		Constant	Number of complaints waste collection - OLI Mull. There have been no complaints relating to the service over the period.
Oban - % of Older People receiving Care in the Community - In Year	80%	75%	Red	Descending	
OL&I % community councils with emergency plan	50%	31%	Red	Ascending	
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80%	67%	Red	Descending	