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**ARGYLL AND BUTE COUNCIL**

**MID-ARGYLL,  
KINTYRE AND THE  
ISLANDS AREA  
COMMITTEE**

**CUSTOMER SERVICES**

**6<sup>th</sup> August 2014**

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**AREA SCORECARD FQ1 2014-15**

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**1 Background**

1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 1 of 2014-15 (April - June 2014). 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.

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For further information, please contact:

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Adult Care	Target	MAKI	Council
MAKI - % of Older People receiving Care in the Community - In Year	80.0 %	79.6 % <b>R</b> ↓	90.2 %
MAKI - % of Older People receiving Care in the Community	80 %	72 % <b>R</b> ↓	73 %
MAKI - No of People Awaiting FPC within their Homes	0	0 <b>G</b> ↔	0
MAKI - No of SM Care Assessments outstanding >21 Days	0	0 <b>G</b> ↓	2

Children and Families	Target	MAKI	Council
CABD53 MAKI - Open Cases - children with disability		22 ↓	119
CABD56 MAKI - No of Children Receiving Comm Based Support		18 ↑	78
CPS MAKI - No of Children on CPR		1 ↔	19
CP16a MAKI - No of Children on CPR with a completed CP plan		1 ↔	19

Economy	Target	MAKI	Council
All Local Planning Apps: % processed in 2 months in MAKI	70.0 %	82.1 % <b>G</b> ↓	79.2 %
Householder Planning Apps: % processed in 2 months in MAKI	90.0 %	95.0 % <b>G</b> ↓	90.1 %
Local (excl HH) Planning Apps: % processed in 2 months in MAKI	70.0 %	77.6 % <b>G</b> ↓	74.0 %
OC1 Affordable social sector new builds - MAKI	0	56 <b>G</b> ↓	71
* ACHA - currently no ACHA data in Pyramid *			

Environment	Target	MAKI	Council
Dog fouling - number of complaints MAKI	27	16 <b>G</b> ↓	71
Dog fouling - number of fines issued MAKI		0 ↓	2
LEAMS - MAKI Islay	73	83 <b>G</b> ↓	76
LEAMS - MAKI Kintyre	73	85 <b>G</b> ↓	
LEAMS - MAKI Mid Argyll	73	77 <b>G</b> ↓	
% Waste recycled, composted and recovered (No MAKI data available)	40.0 %	43.9 % <b>G</b> ↓	

Education	Target	MAKI	Council
% positive destinations <small>Campbeltown Grammar ACY 12/13</small>		97 % ↓	92.4 %
% positive destinations <small>Islay High ACY 12/13</small>		90 % ↓	
% positive destinations <small>Lochgilhead High ACY 12/13</small>		94 % ↓	
% positive destinations <small>Tarbert Academy ACY 12/13</small>		100 % ↓	
HMIE positive School Evaluations - MAKI Sec		100 % →	63 %
% 5+ SCQF level 6 <small>Campbeltown Grammar ACY 12/13</small>	13.20 %	7.69 % <b>R</b> ↓	13 %
% 5+ SCQF level 6 <small>Islay High ACY 12/13</small>	13.20 %	16.67 % <b>G</b> ↓	
% 5+ SCQF level 6 <small>Lochgilhead High ACY 12/13</small>	13.20 %	20.45 % <b>G</b> ↓	
% 5+ SCQF level 6 <small>Tarbert Academy ACY 12/13</small>	13.20 %	50.00 % <b>G</b> ↓	
School % unauthorised absence <small>Campbeltown Grammar</small>		2.1 % ↓	1.3 %
School % unauthorised absence <small>Islay High</small>		2.2 % ↓	
School % unauthorised absence <small>Lochgilhead High</small>		1.8 % ↓	
School % unauthorised absence <small>Tarbert Academy</small>		1.8 % ↓	

Roads	Target	MAKI	Council
% road network to be considered for maintenance - SRMCS Red <small>A&amp;S - no area data available</small>	20.0 %	19.2 % <b>G</b> ↓	
% road area resurfaced/reconstructed - MAKI <small>Fr 13/14</small>	1.49 %	1.65 % <b>G</b> ↓	1.95 %
% road area surface treated - MAKI <small>Fr 13/14</small>	0.68 %	1.20 % <b>G</b> ↓	2.02 %
% Cat 1 road defects repaired by end of next working day - MAKI	90 %	94 % <b>G</b> ↓	97.8 %

Community Resilience	Target	MAKI	Council
MAKI % community councils with emergency plan	80 %	33 % <b>R</b> →	
MAKI % community councils developing an emergency plan	17 %	17 % ↓	

## Mid Argyll, Kintyre and the Islands Area Scorecard

Exceptions

FQ1 14/15

### Adult Care

	FQ4	FQ1	Target FQ1
MAKI - % of Older People receiving Care in the Community	73 % <b>R</b> ↓	72 % <b>R</b> ↓	80 %
MAKI - % of Older People receiving Care in the Community - In Year	70.3 % <b>R</b> ↓	79.6 % <b>R</b> ↑	80.0 %

### Education

	School Year 2011-12	School year 2012-13	Target 2012-13
% 5+ SCQF level 6 - Campbeltown Grammar	8.51 % <b>R</b> ↓	7.69 % <b>R</b> ↓	13.20 %

### Community Resilience

	FQ4	FQ1	Target FQ1
MAKI % community councils with emergency plan	33 % <b>R</b> ↑	33 % <b>R</b> →	80 %

Performance worth noting

### Education

	Term 3 2013-14	Council
School % unauthorised absence - Islay High	2.2 %	1.8 % <b>!</b>

### Economy

	FQ4	FQ1	Target FQ1
All Local Planning Apps: % processed in 2 months in MAKI	65.9 % <b>R</b> ↓	82.1 % <b>G</b> ↑	70.0 % <b>✓</b>
Householder Planning Apps: % processed in 2 months in MAKI	82.4 % <b>R</b> ↑	95.0 % <b>G</b> ↑	90.0 % <b>✓</b>
Local (excl HH) Planning Apps: % processed in 2 months in MAKI	61.8 % <b>R</b> ↓	77.6 % <b>G</b> ↑	70.0 % <b>✓</b>
CC1 Affordable social sector new builds - MAKI	0 <b>G</b> ↓	56 <b>G</b> ↑	0 <b>✓</b>

### Environment

	FQ4	FQ1	Target FQ1
Dog fouling - number of complaints MAKI	39 <b>R</b> ↓	16 <b>G</b> ↑	27 <b>✓</b>

<b>Success Measure</b>	<b>Target FQ1 14/15</b>	<b>Actual FQ1 14/15</b>	<b>Traffic Light</b>	<b>Trend</b>	<b>Comments</b>
MAKI - % of Older People receiving Care in the Community	80%	72%	Red	Descending	No commentary
MAKI - % of Older People receiving Care in the Community – in year	80%	79.6%	Red	Ascending	No commentary
MAKI - No of People Awaiting FPC within their Homes	0	0	Green	Constant	April 14 update We continue to have no client awaiting funding, however of note is that we have clients in both Mid Argyll and Kintyre who await service due to capacity issues. Recruitment within both internal and external providers continues to be challenging. Steps are underway internally to modernise the homecare service providing a level of guarantee of hours for staff. Whether guaranteed hours will deal with the recruitment issues is as yet unknown.
MAKI % community councils with emergency plan	80%	33%	Red	Constant	FQ1 2014-15 update Progress has been slow due to the time of year. We are due to meet with Police Scotland to ensure we accelerate the progress of outstanding plans before the Winter period.

<b>Success Measure</b>	<b>Target FQ1 14/15</b>	<b>Actual FQ1 14/15</b>	<b>Traffic Light</b>	<b>Trend</b>	<b>Comments</b>
% Cat 1 road defects repaired by the end of next working day	90%	98% MAKI=94%	Green	Ascending	Q1 No of Cat 1 defects reported – 46 No. No of Cat 1 defects completed within the allocated period – 45 No. The overall percentage of Cat 1 defects attended to within the allocated 5 day time period has risen again for a consecutive quarter, from 95% to 98%. The overall number of Cat 1 defects reported in the first quarter, 46, compares favourably with 94 recorded for the same period last year – this is perhaps reflective of the dry weather conditions experienced in recent months.