
ARGYLL AND BUTE COUNCIL

**HELENSBURGH AND
LOMOND AREA
COMMITTEE**

CUSTOMER SERVICES

12th August 2014

AREA SCORECARD FQ1 2014-15

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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Environment	Target	Helensburgh & Lomond	Council
Car Parking income to date - H&L	£ 78,425	£ 20,932 R ↓	£ 164,623
Dog fouling - number of complaints H&L	12	11 G ↑	71
Dog fouling - number of fines issued H&L		0 ↓	2
LEAMS - H&L Helensburgh	73	50 R ↓	76
No of Complaints ref Waste Collection H&L		2 ↑	3
Dark street lamps – number of dark-lamp-nights * no data currently *			

Education	Target	Helensburgh & Lomond	Council
Primary schools % attendance H&L	96.7 %	95.9 % R ↓	95.8 %
School % attendance <small>Heritage Academy Term 3 13/14</small>	93.8 %	93.3 % R ↓	93.4 %
H&L Teachers absence per FTE	1.81 Days	1.19 Days G ↓	1.83 Days
H&L Non-teaching staff absence per FTE	2.60 Days	2.22 Days G ↓	2.24 Days
% positive destinations <small>Heritage Academy ACY 12/13</small>		88 % ↓	92.4 %

Adult Care	Target	Helensburgh & Lomond	Council
H&L - No of DP Clients		27 ↓	91
H&L - No of Children receiving DP		0 ↔	11
H&L - No of People Awaiting FPC within their Homes	0	0 G ↔	0
H&L - % of Older People receiving Care in the Community	80 %	75 % R ↓	73 %
H&L - % of Older People receiving Care in the Community - In Year	80.0 %	82.7 % G ↓	90.2 %
H&L - Delayed Discharges awaiting Admission to a Care Home - In Year		6 ↑	13
H&L - No of Delayed Discharges over 4 Weeks		0 ↔	1
H&L - % of LD Service Users with a PCP	80 %	97 % G ↓	93 %

Children and Families	Target	Helensburgh & Lomond	Council
CP5 H&L - No of Children on CPR		9 ↓	19
CP16e H&L - No of Children on CPR with a completed CP plan		9 ↓	19
CABD53 H&L - Open Cases - children with disability		37 ↓	119
CA12 H&L - Total No LAAC		38 ↑	121
CA17 H&L - No of External LAAC		2 ↔	10
CA25 H&L - % Reviews of LAAC Convened within Timescales	100 %	100 % G ↓	100 %

Economy	Target	Helensburgh & Lomond	Council
H&L Business Gateway Customer satisfaction	85.0 %	84.0 % R ↓	
CC1 Affordable social sector new builds - H&L	0	15 G ↑	71
All Local Planning Apps: % processed in 2 months in H&L	70.0 %	91.1 % G ↓	79.2 %
Householder Planning Apps: % processed in 2 months in H&L	90.0 %	92.9 % G ↓	90.1 %
% of Building Warrants Apps responded to within 20 days - H&L		97.0 % ↑	95.2 %

Roads	Target	Helensburgh & Lomond	Council
% road area resurfaced/reconstructed - H&L <small>FY 13/14</small>	3.51 %	3.95 % G ↓	1.95 %
% road area surface treated - H&L <small>FY 13/14</small>	3.88 %	4.01 % G ↓	2.02 %
% Cat 1 road defects repaired by end of next working day - H&L		100 % ↓	97.8 %

Community Resilience	Target	Helensburgh & Lomond	Council
H&L % community councils with emergency plan	80 %	13 % R ↓	
H&L % community councils developing an emergency plan	0 %	0 % ↓	



Helensburgh & Lomond Area Scorecard

Exceptions

FQ1 14/15

Environment

	FQ4	FQ1	Target FQ1
Car Parking income to date - H&L	£ 158,369 R ↑	£ 20,932 R ↓	£ 78,425
LEAMS - H&L Helensburgh	70 R ↓	50 R ↓	73

Education

	Term 2 13/14	Term 3 13/14	Target
School % attendance <small>Hermitage Academy</small>	93.9 % R ↑	93.3 % R ↓	93.8 %
Primary schools % attendance H&L	96.2 % G ↓	95.9 % R ↓	96.7 %

Adult Care

	FQ4	FQ1	Target FQ1
H&L - % of Older People receiving Care in the Community	83 % G ↑	75 % R ↓	80 %

Community Resilience

	FQ4	FQ1	Target FQ1
H&L % community councils with emergency plan	14 % R →	13 % R ↓	80 %

Economy

	FQ4	FQ1	Target FQ1
H&L Business Gateway Customer satisfaction	86.0 % G ↓	84.0 % R ↓	85.0 %

Performance worth noting

Environment

	FQ4	FQ1	Target FQ1
Dog fouling - number of complaints H&L	28 R ↓	11 G ↑	12 G ✓

Education

	FQ4	FQ1	Target FQ1
H&L Non-teaching staff absence	2.86 Days R ↑	2.22 Days G ↑	2.60 Days G ✓

Success Measure	Target FQ1 14/15	Actual FQ1 14/15	Traffic Light	Trend	Comments
H&L - % of Older People receiving Care in the Community	80%	75%	Red	Descending	No commentary
CP5 H&L - No of Children on CPR		9		Descending	Explanation Q1 2014 Helensburgh continues to maintain a similar number of children on the CPR in part this is accounted for by a number of larger sibling groups. This figure is in line with longer term trends. Children have their names placed on the CPR following a child protection investigation and where an interagency meeting (Child Protection Conference) identified that the child is at future risk of significant harm. Children remain living with their parents with a significantly higher level of interagency support and monitoring and are subject to an interagency child protection plan and regular review.
School % attendance	94.5%	93.8%	Red		No commentary
LEAMS - H&L Helensburgh	73	50	Red	Descending	This may be due to a data entry error – April 2014 score = zero. (DC)
Street lighting - % H&L faults repaired within 7 days	88%	86%	Red	Descending	No longer on scorecard (awaiting replacement measure – no. of dark lamp nights)

Success Measure	Target FQ1 14/15	Actual FQ1 14/15	Traffic Light	Trend	Comments
% Cat 1 road defects repaired by the end of next working day	90	98% H&L=100%	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.
H&L Business Gateway Customer satisfaction	85%	84%	Red	Descending	The Customer Satisfaction rate we report on Pyramid is at an Argyll and Bute level only. Unfortunately the overall Customer Satisfaction rating we report for Business Gateway is not available at an administrative area for the Council, so we cannot provide data for the measure shown in the Helensburgh and Lomond scorecard. The reason for this is that the Customer Satisfaction data is part of the Business Gateway national Quality Assurance programme. This is run, and funded, by the Business Gateway national unit. The data is available at local authority level only. The QA programme is large and because of the complexity in providing the national report broken down into the 18 Business Gateway operational areas, and then 32 local authority areas, there is no provision to break down the analysis further into smaller regions within local authorities. We do issue feedback sheets at each Business Gateway workshop that we hold and satisfaction is consistently very high. However, this is only one element of the Business Gateway service so it would be misleading to use that for the measure.

Success Measure	Target FQ1 14/15	Actual FQ1 14/15	Traffic Light	Trend	Comments
H&L % community councils with emergency plan	80%	13%	Red	Descending	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.