
ARGYLL AND BUTE COUNCIL

**OBAN, LORN AND
THE ISLES AREA
COMMITTEE**

CUSTOMER SERVICES

14th 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	OL&I	Council
Car Parking income to date - OL&I	£ 154,810	£ 110,956 R ↓	£ 164,623
Dog fouling - number of complaints LORN		16 ↓	71
Dog fouling - number of complaints MULL		1 ↑	
Dog fouling - number of fines issued LORN		0 ↓	2
Dog fouling - number of fines issued MULL		0 ↔	
LEAMS - OL&I Lorn	73	75 G ↑	77
LEAMS - OL&I Mull	73	81 G ↑	
No of Complaints ref Waste Collection - OL&I Lorn		10 ↓	12
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 ↔	71
* ACHA - currently no ACHA data in Pyramid *			
All Local Planning Apps: % processed in 2 months in OL&I	70.0 %	77.4 % G ↑	79.2 %
Householder Planning Apps: % processed in 2 months in OL&I	90.0 %	85.2 % R ↓	90.1 %
% of Building Warrants Apps responded to within 20 days - OL&I		96.2 % ↓	95.2 %

Adult Care

	Target	OL&I	Council
OL&I - No of DP Clients		24 ↔	102
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 ↔	90.2 %
Mull & Iona - % of Older People receiving Care in the Community - In Year	80.0 %	90.0 % G ↓	
Oban - % of Older People receiving Care in the Community - In Year	80.0 %	90.8 % G ↓	
Tree & Coll - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % G ↑	

Children & Families

	Target	OL&I	Council
CA12 OL&I - Total No LAAC		21 ↓	121
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	93 %	100 % G ↔	100 %

Education

	Target	OL&I	Council
HMIE positive School Evaluations - OL&I Sec		63 % ↓	63 %
% positive destinations Oban High ACY 12/13		94 % ↓	
% positive destinations Tree High School ACY 12/13		100 % ↔	92.4 %
% positive destinations Tobermory High ACY 12/13		100 % ↔	
% 5+ SCQF level 6 Oban High ACY 12/13 13.20 %		10.43 % R ↓	
% 5+ SCQF level 6 Tree High School ACY 12/13 13.20 %		0.00 % R ↓	14 %
% 5+ SCQF level 6 Tobermory High ACY 12/13 13.20 %		7.41 % R ↓	
School % unauthorised absence Oban High		3.1 % ↓	
School % unauthorised absence Tree High School		4.9 % ↓	1.8 %
School % unauthorised absence Tobermory High		0.6 % ↓	

Roads

	Target	OL&I	Council
% road area resurfaced/reconstructed - OL&I FY 13/14	2.04 %	1.59 % R ↓	1.95 %
% road area surface treated - OL&I FY 13/14	4.89 %	2.23 % R ↓	2.02 %
% Cat 1 road defects repaired by end of next working day - OL&I		100 % ↔	97.8 %

Community Resilience

	Target	OL&I	Council
OL&I % community councils with emergency plan	80 %	56 % R ↓	
OL&I % community councils developing an emergency plan	13 %	13 % ↓	

Oban, Lorn and the Isles Area Scorecard

Exceptions

FQ1 14/15

Performance worth noting

Environment

	FQ4	FQ1	Target FQ1
Car Parking income to date - OL&I	£ 415,811	£ 110,956	£ 154,810

Roads

	FY 12-13	FY 13-14	Target FY 13-14
% road area surface treated - OL&I	2.73 %	2.23 %	4.89 %
% road area resurfaced/reconstructed - OL&I	1.15 %	1.59 %	2.04 %

Adult Care

	FQ4	FQ1	Target FQ1
Oban - % of Older People receiving Care in the Community - In Year	74.7 %	90.8 %	80.0 %
Tiree & Coll - % of Older People receiving Care in the Community - In Year	50.0 %	100.0 %	80.0 %
Mull & Iona - % of Older People receiving Care in the Community - In Year	70.8 %	90.0 %	80.0 %

Education

	School year 2011-12	School year 2012-13	Target for 2012-13
% 5+ SCQF level 6 Oban High	12.14 %	10.43 %	13.20 %
% 5+ SCQF level 6 Tobermory High	6.67 %	7.41 %	13.20 %
% 5+ SCQF level 6 Tiree High School	30.00 %	0.00 %	13.20 %

Community Resilience

	FQ4	FQ1	Target FQ1
OL&I % community councils with emergency plan	38 %	56 %	80 %

Environment

	Target	OL&I	Council
LEAMS - OL&I Mull	73	81	77
LEAMS - OL&I Lorn	73	75	77

Sustained improvement

Education

		OL&I	Council
School % unauthorised absence Tiree High School	4.9 %	1.8 %	Absence in excess of average
School % unauthorised absence Oban High	3.1 %	1.8 %	Absence in excess of average

% positive destinations Tobermory High	100 %	92.4 %
% positive destinations Tiree High School	100 %	92.4 %

Success Measure	Target FQ1 14/15	Actual FQ1 14/15	Traffic Light	Trend	Comments
Car Parking Income to date – OL&I	£154,810	£110,956	Red	Descending	No commentary
OL&I - No of Direct Payments		24		Descending	Direct Payments Performance remains high within the national context .Self Directed Support (SDS) starts in April 2014 which will offer new clients a wider choice of options for their care are will replace this indicator.
Householder Planning Apps: % processed in 2 months in OL&I	90%	85%	Red	Descending	No commentary
OL&I % community councils with emergency plan	80%	56%	Red	Ascending	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. Full details are available in Pyramid, summarised as.. <ul style="list-style-type: none"> • Plans completed - 9 • Plans in development - 2 • Not developing a plan - 1 • No information at this time - 4
% road area resurfaced / reconstructed – OL&I	2.04%	1.59%	Red	Ascending	No commentary This is the 2013/14 annual data
% road area surface treated – OL&I	4.89%	2.23%	Red	Descending	No commentary This is the 2013/14 annual data

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% OL&I=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.