

**IMPROVEMENTS TO AREA SCORECARD**

---

**1 Background**

The Area Committee has reviewed performance through their bespoke Area scorecard since it was developed during 2011-12. This paper presents a proposal to improve the OLI Area scorecard.

**2 Recommendations**

It is recommended that the Area Committee adopts the attached improvements to their Area scorecard.

**3 Detail**

The OLI Area scorecard has a small number of measures that need updating in line with improved Service performance management in the Planning Service. Additionally, with the advent of the Health & Social Care Integration, the Area Committee could benefit from increased performance information across the Social Work function.

A small number of additional changes are proposed including the removal of community resilience planning (removed to Local Community Planning Group scorecard). The 'exceptions' box has been removed to give a simpler overall look to the scorecard.

As Self Directed Support has replaced Direct Payments as a way of resourcing social care, the Direct Payments measure is less relevant, so should be removed from the Area scorecard.

Attached are the full details of all proposed changes along with the current and proposed improved scorecards.

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

## **Oban, Lorn and the Isles**

Proposed Area scorecard improvements

### **Adult Care**

#### Remove

- Number of direct payment clients

#### Add

- number of substance misuse clients
- number of clients receiving a mental health service
- number of clients with a learning disability

### **Children & Families**

#### Add

- number of children on the Child Protection Register
- number of Looked After and Accommodated Children (LAAC) in external placements
- number of children affected by disability receiving a service

### **Economy**

#### Remove

- all planning applications: % processed in 2 months
- local (excl HH) planning applications: % processed in 2 months
- ACHA data – none data available now (remove to CPP Area scorecard)

#### Add

- average number of weeks to determine all local planning applications (target = 12)
- % of pre-application enquiries processed in 20 working days (target = 70%)

### **Roads & Lighting**

#### Remove

- % road network to be considered for maintenance (annual *and* A&B level only)

#### Add

- Street lighting - % faults repaired within 7 days

### **Community Resilience**

#### Remove

- Both measures (remove to CPP Area scorecard)

<b>Environment</b>	Target	OL&I	Council
Car Parking income to date - OL&I	£ 154,810	£ 110,956 <b>R</b> ↓	£ 164,623
Dog fouling - number of complaints LORN		16 ↓	70
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 <b>G</b> ↑	77
LEAMS - OL&I Mull	73	81 <b>G</b> ↑	
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 *			

<b>Economy</b>	Target	OL&I	Council
CC1 Affordable social sector new builds - OL&I	0	0 <b>G</b> →	15
* ACHA - currently no ACHA data in Pyramid *			
All Local Planning Apps: % processed in 2 months in OL&I	70.0 %	77.4 % <b>G</b> ↑	79.2 %
Householder Planning Apps: % processed in 2 months in OL&I	90.0 %	85.2 % <b>R</b> ↓	90.1 %
% of Building Warrants Apps responded to within 20 days - OL&I		96.2 % ↓	95.2 %

<b>Adult Care</b>	Target	OL&I	Council
OL&I - No of DP Clients		24 →	102
OL&I - No of People Awaiting FPC within their Homes	0	0 <b>G</b> →	0
Colonsay - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % <b>G</b> →	
Mull & Iona - % of Older People receiving Care in the Community - In Year	80.0 %	90.0 % <b>G</b> ↑	90.2 %
Oban - % of Older People receiving Care in the Community - In Year	80.0 %	90.8 % <b>G</b> ↑	
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % <b>G</b> ↑	

<b>Children &amp; Families</b>	Target	OL&I	Council
CA12 OL&I - Total No LAAC		21 ↓	121
CA25 OL&I - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> ↑	100 %
CP16 OL&I % of Children on CPR with a completed CP plan	93 %	100 % <b>G</b> →	100 %

<b>Education</b>	Target	OL&I	Council
HMIE positive School Evaluations - OL&I Sec		63 % ↓	63 %
% positive destinations Oban High FQ1 14/15			
% positive destinations Tiree High School FQ1 14/15			
% positive destinations Tobermory High FQ1 14/15			
% 5+ SCQF level 6 Oban High FQ1 14/15			
% 5+ SCQF level 6 Tiree High School FQ1 14/15			
% 5+ SCQF level 6 Tobermory High FQ1 14/15			
School % unauthorised absence Oban High		1.7 %	
School % unauthorised absence Tiree High School		2.9 %	1.3 %
School % unauthorised absence Tobermory High		0.2 %	

<b>Roads</b>	Target	OL&I	Council
% road area resurfaced/reconstructed - OL&I FQ1 14/15			
% road area surface treated - OL&I FQ1 14/15			
% Cat 1 road defects repaired timeously - OL&I		100 % →	97.8 %

<b>Community Resilience</b>	Target	OL&I	Council
OL&I % community councils with emergency plan	80 %	56 % <b>R</b> ↓	
OL&I % community councils developing an emergency plan	13 %	13 % ↓	

Environment	Target	OL&I	Council
Car Parking income to date - OL&I	£ 541,375	£ 414,070 <b>R</b> ↓	£ 561,088
Dog fouling - number of complaints LORN		18 ↓	68
Dog fouling - number of complaints MULL		0 ↑	
Dog fouling - number of fines issued LORN		0 →	1
Dog fouling - number of fines issued MULL		0 →	
LEAMS - OL&I Lorn	73	72 <b>R</b> ↓	79
LEAMS - OL&I Mull	73	75 <b>G</b> ↓	
No of Complaints ref Waste Collection - OL&I Lorn		1 ↓	2
No of Complaints ref Waste Collection - OL&I Mull		0 →	

Economy	Target	OL&I	Council
CC1 Affordable social sector new builds - OL&I		58 ↑	67
<b>NEW</b> % of Pre-App Enquiries Processed in 20 working days in OL&I	70.0 %	81.8 % <b>G</b> ↓	78.5 %
<b>NEW</b> NEW All Local Planning Apps: Ave no of Weeks to Determine - OL&I	12.0 Weeks	10.5 Weeks <b>G</b> ↓	10.6 Weeks
Householder Planning Apps: % processed in 2 months in OL&I	90.0 %	89.3 % <b>R</b> ↓	94.9 %

Adult Care	Target	OL&I	Council
<b>NEW</b> OL&I - No of LD Cases	86	86 →	364
<b>NEW</b> OL&I - Number of SM Clients	112	112 ↓	407
<b>NEW</b> OL&I - Total no of MH Clients	50	50 →	257
Colonsay - % of Older People receiving Care in the Community - In Year	80.0 %	0.0 % <b>R</b> ↓	87.8 %
Mull & Iona - % of Older People receiving Care in the Community - In Year	80.0 %	57.1 % <b>R</b> ↓	
Oban - % of Older People receiving Care in the Community - In Year	80.0 %	89.7 % <b>G</b> ↓	
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % <b>G</b> →	

Children & Families	Target	OL&I	Council
CA12 OL&I - Total No LAAC		22 ↑	114
<b>NEW</b> CA17 OL&I - No of External LAAC		2 ↑	12
CA25 OL&I - % Reviews of LAAC Convened within Timescales	100 %	100 % <b>G</b> →	100 %
CP16 OL&I % of Children on CPR with a completed CP plan	94 %	88 % <b>R</b> ↓	72 %
<b>NEW</b> CABD53 OL&I - Open Cases - children with disability		34 →	119
<b>NEW</b> CP5 OL&I - No Children on CPR		8 ↑	18

Education	Target	OL&I	Council
HMIE positive School Evaluations - OL&I Sec		100 % ↑	100 %
% positive destinations Oban High ACY 12/15		94 % ↑	
% positive destinations Tree High School ACY 12/15		100 % →	92.4 %
% positive destinations Tobermory High ACY 12/15		100 % →	
% 5+ SQOF level 6 Oban High ACY 12/15	13.20 %	10.43 % <b>R</b> ↓	
% 5+ SQOF level 6 Tree High School ACY 12/15	13.20 %	0.00 % <b>R</b> ↓	13 %
% 5+ SQOF level 6 Tobermory High ACY 12/15	13.20 %	7.41 % <b>R</b> ↓	
School % unauthorised absence Oban High		2.0 % ↓	
School % unauthorised absence Tree High School		3.1 % ↓	1.3 %
School % unauthorised absence Tobermory High		0.7 % ↑	

Roads & Street Lighting	Target	OL&I	Council
% road area resurfaced/reconstructed - OL&I	FY 13/14 2.04 %	1.59 % <b>R</b> ↓	1.95 %
% road area surface treated - OL&I	FY 13/14 4.89 %	2.23 % <b>R</b> ↓	2.02 %
% Cat 1 road defects repaired timeously - OL&I		100 % →	96.0 %
<b>NEW</b> Street lighting - % OL&I faults repaired within 7 days	88 %	90 % <b>G</b> ↓	94 %