

Key Successes

- Appointment of Chief Officer to lead Argyll and Bute Health and Social Care Partnership.
- Successful move of the Oban Day Hospice from the Lorn and Islands Hospital to Lynnside Day Centre. This is a positive example of how the local statutory services work well together with a local charity, in supporting people with both health and social care needs.
- 100% of mental health clients receiving Care in the Community.
- 96.3% of clients waited less than 3 weeks between a substance misuse referral and receiving 1st treatment.
- The implementation of 600 hours which see families in Argyll and Bute benefit from an increase in the number of hours of Early Learning and Childcare provided by the Council, from 475 to 600 hours.
- 100% of reviews of Looked After Children convened within the timescale.
- 100% of care leavers with a pathway plan.
- 100% of children on the Child Protection Register with a current Risk Assessment.
- The announcement of a further four year investment from SportsScotland into the Active Schools network. The funding of £50 million will be invested across all 32 Scottish Local Authorities and will help Argyll and Bute continue to develop opportunities for children and young people to participate in sport and physical activity before school, during lunch and after school.
- The success of the Queens Baton Relay event which travelled through Argyll and Bute on Sunday 23rd July. The baton travelled 174 miles across Argyll and Bute, starting at Appin and travelled through numerous communities along the way before taking centre stage at a special celebratory grand finale in Dunoon stadium.
- Cardross Primary School was one of four schools across the UK to win Microsoft's Kodu Kup Judges Award for designing a computer game using Microsoft software.
- Increase in the number of participants in activities that improve literacy and numeracy from 489 to 577 over the period.
- Increase in the number of 3rd sector groups receiving support from 137 to 187 over the period.
- Duke of Edinburgh Awards – 5 young people in Argyll and Bute won the Gold Award, 13 attained the Silver award and 49 obtained the Bronze award and the Council organised the first learning support expedition for Argyll and Bute.
- Exam results –over 1,275 pupils in Argyll and Bute sat an increasing range of higher and advanced higher qualifications, with a 20% rise in the overall number of pupils undertaking advanced higher qualifications. In addition, there are significant numbers of pupils who have achieved alternative qualifications including SVQ's, ASDAN's, Duke of Edinburgh and Prince's Trust awards, giving them a better chance of moving onto further education, training or employment.
- Kilmodan Primary school won the primary school category in the Rencontres Theatrales de Glasgow's annual competition for their play 'La bibliotheque de Lulu' which is based on a collection of picture books, they were commended for their ease of use of the French language.
- 100% of primary schools whose review action points are subsumed into their improvement plans
- 92.4% of pupils leaving school with a positive destination.

Key Challenges

1. Progressing the integration of Health and Social Care Services.
2. Reducing the number of days lost through sickness absence across Community Services.
3. Implementation of Children and Families Service Review and Education Management Review.
4. Maintaining the Community Payback Order service within Oban and Mid Argyll given staffing turnover and vacancies.
5. Recruitment of foster carers.
6. Increasing participation in sport and athlete development within restricted budgets.
7. Delivery of Commonwealth Games Legacy Plan within existing resources.
8. Reviewing the implementation of the new National Qualifications.
9. Meeting the requirements of current and new legislation e.g. Self Directed Support Act, Children and Young People's Act 2014, etc.
10. Recruitment issues for both in house and commissioned care at home services impacting on range of care options available in certain areas

Action points to address the challenges

1. Timescale for integration has been established as April 2015. A body corporate model has been agreed with the scope of the partnership currently being decided. Shadow board to be established imminently, project team established and Chief Officer post appointed.
2. Continue to work to ensure that return to work interviews are completed for all periods of sickness absence by targeting individual Managers and Team Leaders in the context of performance. Staff to be offered appropriate support in the management of this issue.
3. Recruiting and retaining staff who focus on developing consistency and quality.
4. Continue to work with the Council's HR service to advertise and recruit into vacant posts within the Oban and Mid Argyll areas.
5. The Fostering and Adoption service is currently undertaking a recruitment campaign. Preparation for foster carers is being run throughout Argyll and Bute however it will take 6 months before new carers are approved by the Fostering and Adoption Panel.
6. Work in partnership with schools, clubs and communities to maximise use of volunteers and resources.
7. Discussions being held with COSLA in relation to rural transport costs and 2014 Legacy in relation to athlete development and support.
8. Continue to support work on curriculum design to reflect the new Curriculum for Excellence framework and training on the new secondary benchmarking toolkit.
9. Produce a programme of awareness and training sessions on the implication of the legislation. Work closely with colleagues in amenity services to produce a plan of action for the implications of Free School Meals for P1-P3.
10. Working with IRISS along with commissioned care at home providers to better coordinate resources and to improve recruitment into care at home posts.

Corporate Objective 1 - Working together to improve the potential of our people **A** →

CO1 Our children are nurtured so that they can achieve their potential. **A** →

CO2 Our young people have the skills, attitudes and achievements to succeed throughout their ... **A** →

CO3 We have a skilled and competitive workforce capable of attracting employment to Argyll an... **G** →

CO4 Our people are supported to live more active, healthier and independent lives. **A** →

CO5 We work with our partners to tackle discrimination. **G** →

CO6 Vulnerable adults, children and families are protected and supported within their communities. **A** →

Corporate Objective 2 - Working together to improve the potential of our communities **A** →

CO7 The places where we live, work and visit are well planned, safer and successful. **A** →

CO8 Create opportunities for partners and communities to engage in service delivery. **G** ↑

CO9 The impact of alcohol and drugs on our communities, and on mental health ... is reduced. **G** →

Community Services Scorecard 2014-15 FQ2 14/15 [Click for Full Outcomes](#)

Corporate Objective 3 - Working together to improve the potential of our area

CO10 We create the right conditions where existing and new businesses can succeed. Department does not contribute directly to this Outcome

CO11 Argyll and Bute has more new businesses operating in the area, creating more jobs. Department does not contribute directly to this Outcome

CO12 Our transport infrastructure meets the economic and social needs of our communities. Department does not contribute directly to this Outcome

CO13 We contribute to a sustainable environment. Department does not contribute directly to this Outcome

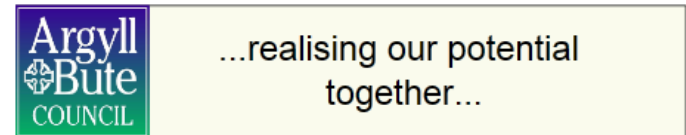
CO14 We make the best use of our built and natural environment. Department does not contribute directly to this Outcome

Corporate Objective 4 - Working together to improve the potential of our organisation **A** →

CO15 Our services are continually improving. **G** ↑

CO16 Our employees have the skills and attitudes to deliver efficient and effective services. **A** ↓

CO17 We provide good customer service. **G** →



RESOURCES				
People	Benchmark	Target	Actual	Status Trend
Sickness absence CM [LGE]		3.5 Days	2.7 Days	G ↑
Sickness absence CM [teachers]		1.6 Days	1.6 Days	G ↑
PRDs % complete		90 %	61 %	R
Financial		Budget	Forecast	
Finance Revenue totals CM		£K 136,819	£K 136,819	G →
Capital forecasts - current year CM		£K 0	£K 0	
Capital forecasts - total project CM		£K 0	£K 0	
Efficiency Savings CM	Actions on track Savings	Target	Actual	G →
		14	11	
		£K 563	£K 563	
Asset Management - Community Services 2014-15				G

IMPROVEMENT					Status Trend
Improvement Plan Outcomes CM	Total No	Off track	On track	Complete	A ↓
	76	0	48	28	
CARP Community Services	Total No	Off track	Due	Complete	G ↑
	105	0	15	15	
Customer Service CM	Number of consultations				2
Customer Charter	R →	Stage 1 complaints	100 %	G ↑	
Customer satisfaction		Stage 2 complaints	67 %	R ↑	
Community Services Audit Recommendations	Overdue	Due in future	Future - off target		
	0	9	0	G ↑	
CM Average Demand Risk	Score	10	Appetite	10	→
CM Average Supply Risk	Score	9	Appetite	9	→

Community Services Scorecard 2014-15
Scorecard owner

FQ2 14/15

Click for
Full Scorecard

CO1 Our children are nurtured so that they can achieve their potential. A →		
CC01 Young people supported to lead more active / healthier lives	Success Measures 2 On track 2	G →
CF01 The life chances for looked after children are improved	Success Measures 6 On track 2	R ↓
ED04 Educational additional support needs of children & YP are met	Success Measures 3 On track 3	G ↑
CO2 Our young people have the skills, attitudes and achievements to succeed throughout their ... A →		
CC05 Young people encouraged & supported to realise their potential	Success Measures 2 On track 2	G →
CF03 Children & families given assistance ... best start in life	Success Measures 4 On track 1	R ↓
ED01 Primary school children are enabled to increase levels of attainment ...	Success Measures 4 On track 4	G ↑
ED02 Secondary school children are enabled to increase levels of attainment ...	Success Measures 10 On track 9	A →
CO3 We have a skilled and competitive workforce capable of attracting employment to Argyll an... G →		
ED05 An effective system for Opportunities for All will operate in all secondary schools	Success Measures 3 On track 3	G →

CO4 Our people are supported to live more active, healthier and independent lives. A →		
AC01 Community is supported to live active, healthier, independent lives	Success Measures 10 On track 7	A →
CC02 Raised lifelong participation in sport ... healthy lives	Success Measures 2 On track 2	G →
CO5 We work with our partners to tackle discrimination. G →		
CC03 Our adults are supported to access learning opportunities ...	Success Measures 2 On track 2	G →
CC08 Improved literacy, health ... access to ... culture, libraries & museums	Success Measures 4 On track 4	G →
CO6 Vulnerable adults, children and families are protected and supported within their communities. A →		
AC02 Vulnerable adults at risk are safeguarded	Success Measures 1 On track 1	G →
CC04 Less people will become homeless ... thru proactive approach ...	Success Measures 3 On track 2	A →
CF02 Children, young people and families at risk are safeguarded	Success Measures 5 On track 3	A →
CO7 The places where we live, work and visit are well planned, safer and successful. A →		
CC07 People access a choice of suitable & affordable housing options ...	Success Measures 3 On track 3	G →
CF04 ... making our communities safe from crime, disorder & danger	Success Measures 4 On track 1	R →

CO8 Create opportunities for partners and communities to engage in service delivery. G ↑		
CC06 Third Sector & communities ... enabled ... developing communities	Success Measures 2 On track 2	G ↑
CO9 The impact of alcohol and drugs on our communities, and on mental health ... is reduced. G →		
AC03 The impact of alcohol and drugs ... is reduced	Success Measures 1 On track 1	G →
CO15 Our services are continually improving. G ↑		
ED03 Education Central Management Team ensures continuous improvement ...	Success Measures 3 On track 3	G ↑
CO16 Our employees have the skills and attitudes to deliver efficient and effective services. A ↓		
ED06 Education staff have increased capacity for leadership ...	Success Measures 5 On track 4	A ↓
CO17 We provide good customer service. G →		
ED07 Customer Service is improved	Success Measures 1 On track 1	G →