
ARGYLL AND BUTE COUNCIL

**BUTE & COWAL
AREA COMMITTEE**

CUSTOMER SERVICES

2 JUNE 2015

AREA SCORECARD FQ4 2014-15

1 Background

- 1.1 This paper presents the Area Scorecard, with exceptional performance for financial quarter 4 of 2014-15 (January – March 2015). 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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Environment				<i>Target</i>	<i>Bute & Cowal</i>	<i>Council</i>
Car Parking income to date - B&C				£ 121,285	£ 57,630 R ↓	£ 883,008
Dog fouling - number of complaints B&C				27	49 R ↓	147
Dog fouling - number of fines issued B&C				2	2 ↑	5
LEAMS - B&C Cowal				73	76 G ↓	80
LEAMS - B&C Bute				73	78 G ↓	
No of Complaints ref Waste Collection - B&C Bute						
No of Complaints ref Waste Collection - B&C Cowal						
Economy				<i>Target</i>	<i>Bute and Cowal</i>	<i>Council</i>
% of Pre-App Enquiries Processed in 20 working days in B&C				75.0 %	92.2 % G ↑	84.4 %
NEW Householder Planning Apps: Ave no of Weeks to Determine - B&C				8.0 Wks	6.2 Wks G ⇔	6.6 Wks
NEW All Local Planning Apps: Ave no of Weeks to Determine - B&C				12.0 Wks	7.6 Wks G ↓	9.7 Wks
CC1 Affordable social sector new builds - B&C				0	0 G ⇔	14
no. of All Local Planning Apps determined in B&C					36 ↓	222
Education				<i>Target</i>	<i>Bute & Cowal</i>	<i>Council</i>
% positive destinations		Dunoon Grammar	ACY 13/14		88 % ↓	91.0 %
% positive destinations		Rathesay Academy	ACY 13/14		90 % ↓	
HMIE positive School Evaluations - B&C Sec				75 %	100 % G ⇔	100 %
% 5+ SQCF level 6		Dunoon Grammar	ACY 13/14	12.00 %	13.61 % G ↑	13 %
% 5+ SQCF level 6		Rathesay Academy	ACY 13/14	12.00 %	7.41 % R ↓	
School % unauthorised absence		Dunoon Grammar			2.7 % ↓	1.7 %
School % unauthorised absence		Rathesay Academy			1.0 % ↓	








Roads & Street Lighting

	Target	Bute & Cowal	Council
% road area resurfaced/reconstructed - B&C	1.83 %	2.13 %  	1.95 %
% road area surface treated - B&C	1.86 %	2.07 %  	2.02 %
% Cat 1 road defects repaired timeously - B&C	90 %	100 %  	96.3 %
Street lighting - % B&C faults repaired within 7 days		95 % 	94 %

Adult Care

	Target	Bute and Cowal	Council
B&C - % of Older People receiving Care in the Community - In Year	80.0 %	86.6 %  	79.8 %
B&C - % of Older People receiving Care in the Community	80.0 %	78.3 %  	76 %
B&C - Delayed Discharges awaiting Admission to a Care Home - In Year		4 	22
B&C - Number of SM Clients		133 	458
B&C - No of LD Cases		104 	372
B&C - Total no of MH Clients		93 	229
B&C - No of SM Care Assessments outstanding >21 Days	0	5  	5

Children and Families

	Target	Bute and Cowal	Council
CA12 B&C - Total No LAAC		53 	123
CA17 B&C - No of External LAAC		2 	7
CA25 B&C - % Reviews of LAAC Convened within Timescales	85 %	100 %  	94 %
CP5 B&C - No of Children on CPR		2 	23
CP16a B&C - No of Children on CPR with a completed CP plan		2 	17
CABD53 B&C - Open Cases - children with disability		26 	119

Success Measure	Target FQ4 14/15	Actual FQ4 14/15	Traffic Light	Trend	Comments
B&C - % of Older People receiving Care in the Community	80%	78.3%	Red	Descending	<p>Performance has steadily increased over the last 6 months to 78.8% due to diligent processes of social care. It has dipped slightly to 78.3% due to the lack of capacity within home care but it hoped with the increase in consistent joint reporting from H&SCP it is hoped we shall meet the target of 80% within the coming year.</p> <p>B&C performance is 2.3% higher than the council current average 76%. This is mostly due to the hard work and perseverance of our staff who are committed to ongoing improvements.</p>
A&B - No of SM Care Assessments outstanding >21 Days	0	5	Red	Deteriorating	<p>No commentary in Pyramid</p> <p>The number of SM clients has risen steadily over the past year from 88 in April 2014 to 133 in April 2015 (50% increase)</p>
Car Parking income to date - B&C	£121K	£58K	Red		<p>The actual level of income remains below the targeted projection, it had been hoped that with the introduction of the Amenity Wardens that an increase in car parking income would have been seen. The support from the Amenity Services Enforcement Officers has been restricted within the Bute and Cowal area given the secondment of an Amenity Services Enforcement Officer to support the local structure.</p> <p>Ways of ensuring car parking enforcement is increased and more visible patrols is being explored through the deployment of other Roads and Amenity Service staff for the forthcoming financial year</p>

Success Measure	Target FQ4 14/15	Actual FQ4 14/15	Traffic Light	Trend	Comments
% positive destinations (Rothesay Academy)	No target	90%		Descending	The follow up School Leaver Destination Returns (SLDR) is currently being collated for all secondary schools across Argyll and Bute. This figure will show movement between the various positive and negative categories that has taken place during the 6 month period between the initial and the follow up. Count date is 7th April and this information will be updated on Pyramid during Q1 2015/16.
% positive destinations (Dunoon Grammar)	No target	88%		Descending	As above
Dog fouling – number of complaints B&C	27	49	Red	Deteriorating	The number of complaints has risen considerably over the FQ4 period. This reflects the current situation in the Bute and Cowal area, where one of the wardens is currently seconded to the role of technical officer. Steps are in place to second an employee to the role for 50% of the working week. This will ensure a more visible presence to act as a deterrent and also to educate members of the public. Amenity Services are attempting to encourage the general public and community groups to assist in the enforcement of dog fouling by providing details without their identity being known, this is proving to be a long and difficult process, however, the service will continue to promote this venture.