
ARGYLL AND BUTE COUNCIL

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

CUSTOMER SERVICES

10 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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Environment	<i>Target</i>	<i>OL&I</i>	<i>Council</i>
Car Parking income to date - OL&I	£ 732,321	£ 658,799 R ↑	£ 883,008
Dog fouling - number of complaints LORN		31 ↓	147
Dog fouling - number of complaints MULL		0 ↑	
Dog fouling - number of fines issued LORN		0 →	5
Dog fouling - number of fines issued MULL		0 →	
LEAMS - OL&I Lorn	73	74 G ↑	80
LEAMS - OL&I Mull	73	81 G ↑	
No of Complaints ref Waste Collection - OL&I Lorn			
No of Complaints ref Waste Collection - OL&I Mull			
Economy	<i>Target</i>	<i>OL&I</i>	<i>Council</i>
CC1 Affordable social sector new builds - OL&I	0	0 G ↓	14
% of Pre-App Enquiries Processed in 20 working days in OL&I	75.0 %	79.8 % G ↑	84.4 %
NEW All Local Planning Apps: Ave no of Weeks to Determine - OL&I	12.0 Wks	10.0 Wks G ↑	9.7 Wks
NEW Householder Planning Apps: Ave no of Weeks to Determine - OL&I	8.0 Wks	6.8 Wks G ↑	6.6 Wks
Adult Care	<i>Target</i>	<i>OL&I</i>	<i>Council</i>
OL&I - No of LD Cases		86 →	372
OL&I - Number of SM Clients		115 ↓	458
OL&I - Total no of MH Clients		42 ↓	229
Colonsay - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % G →	81.2 %
Mull & Iona - % of Older People receiving Care in the Community - In Year	80.0 %	93.3 % G ↑	
Oban - % of Older People receiving Care in the Community - In Year	80.0 %	82.0 % G ↓	
Tiree & Coll - % of Older People receiving Care in the Community - In Year	80.0 %	100.0 % G →	

Children & Families				<i>Target</i>	<i>OL&I</i>	<i>Council</i>
CA12 OL&I - Total No LAAC					22 →	123
CA17 OL&I - No of External LAAC					1 →	7
CA25 OL&I - % Reviews of LAAC Convened within Timescales				85 %	97 % G ↓	94 %
CP16 OL&I % of Children on CPR with a completed CP plan				96 %	100 % G →	80 %
CABD53 OL&I - Open Cases - children with disability					34 →	119
CP5 OL&I - No Children on CPR					3 ↓	23
Education				<i>Target</i>	<i>OL&I</i>	<i>Council</i>
HMIE positive School Evaluations - OL&I Sec				75 %	100 % G ↑	100 %
% positive destinations	Oban High	ACY 13/14		93 % ↓		
% positive destinations	Tiree High	ACY 13/14		100 % →	91.0 %	
% positive destinations	Tobermory High	ACY 13/14		91 % ↓		
% 5+ SCQF level 6	Oban High	ACY 13/14	12.00 %	11.00 % R ↑		
% 5+ SCQF level 6	Tiree High	ACY 13/14	12.00 %	0.00 % R →	13 %	
% 5+ SCQF level 6	Tobermory High	ACY 13/14	12.00 %	17.39 % G ↑		
School % unauthorised absence				Oban High	4.6 % ↑	
School % unauthorised absence				Tiree High	3.6 % ↑	1.7 %
School % unauthorised absence				Tobermory High	1.0 % ↑	
Roads & Street Lighting				<i>Target</i>	<i>OL&I</i>	<i>Council</i>
% 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 timeously - OL&I				90 %	93 % G ↑	96.3 %
Street lighting - % OL&I faults repaired within 7 days					93 % ↓	94 %

Success Measure	Target FQ4 14/15	Actual FQ4 14/15	Traffic Light	Trend	Comments
% Cat 1 road defects repaired timeously A&B	90%	96%	Green	Ascending	<p>No of Cat 1 defects reported – 54. No of Cat 1 defects completed within the allocated period – 52.</p> <p>The overall percentage of Cat 1 defects attended to within the allocated 5 day time period remains at a high level of 96% (93.5% last quarter). The overall number of Cat 1 defects reported in the fourth quarter of 54, although an increase since the last quarter, this figure compares favourably with 120 recorded for the same period last year – this is perhaps reflective of the milder weather conditions experienced over the recent winter period, or perhaps, reflects a general overall improvement in road condition.</p> <p>Figures for the Areas are as follows:-</p> <p>Bute and Cowal – 100% Helensburgh and Lomond – 83% Mid Argyll, Kintyre and Islay – 100% Oban Lorn and the Isles - 93%</p>
LEAMS - OL&I Lorn	73	74	Green	Ascending	<p>The level of performance in the street cleanliness operations is improving within the area. There are a number of factors contributing to this, one being that for a considerable period of time there were two employees absent long term, the position has now improved, also, the introduction of the pedestrian mechanical street sweeping machine.</p>

Success Measure	Target FQ4 14/15	Actual FQ4 14/15	Traffic Light	Trend	Comments
Car Parking income to date - OL&I	£659K	£732K	Red	Ascending	The recent turnover of staff within the Amenity Services Enforcement Wardens has restricted the back up to the Amenity Wardens enforcing on-street and off-street parking.
CA25 OL&I - % Reviews of LAAC Convened within Timescales	85%	97%	Green	Descending	<p>This has been investigated. Out of 48 reviews 2 were outwith time scales. This was due to exceptional circumstances within the OLI Area Team in which key staff were unavailable due to a combination of reasons e.g. extended annual leave social worker and Team Leader vacancies.</p> <p>Temporary staff are in the process of being recruited which will enable improvement in the next FQ.</p>