

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

- 1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) and illustrates the agreed performance measures.
- 1.2 A summary of all the measures is included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.
- 1.3 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no 'trend' arrows for the car park income as it is a cumulative total.

- 1.4 Also as previously agreed the Positive Destinations measure has been replaced with the following Participation measure –

The proportion of 16 – 19 year olds participating in a positive destination (Education, Training or Employment.)

This information is now displayed on the Scorecard at both Council wide and Area level.

- 1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Area Scorecard and Performance Report.

- 1.6 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.7 A short key to symbols / layout is attached (Appendix 1).
- 1.8 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached. (Appendix 2).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- 2.3 It is recommended that the Area Committee agree to the proposed presentation of Car Park Income.
- 2.4 It is recommended that the Area Committee agree to the removal of both Primary and Secondary School Inspection measures.
- 2.5 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Performance Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 B&C Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 B&C Scorecard

PERFORMANCE REPORTS – KEYS TO SYMBOLS

WORD REPORT

STATUS SYMBOL

- This is colour coded and indicates if the performance is good – Green; or off track – Red

TREND ARROW

- This indicates the trend of the performance between the last two periods

NAME IN BRACKETS (StreetScene)

- The indicates not only where in Pyramid you can find the data but also what team in the council deals with this element of performance

GREY SUCCESS MEASURE

- This indicates that the performance measure is a council-wide one

WHITE SUCCESS MEASURE

- This indicates that the performance measure is a local area one

ON GRAPHS IN PYRAMID

GREEN

- Performance is positively within desired parameters / meeting target / positively exceeding target

RED

- Performance is negatively out-with desired parameters / not meeting target / negatively exceeding target

KEY

- There is a key / explanation to each graph indicating Target / Actual / Benchmark alongside each graph

THE SCORECARD

- This is a plain summary of the success measures
- It mirrors the word report – BUT without commentary / names / teams
- It is simply a picture

Joint Over-arching Vision	Argyll and Bute’s Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	BO101 We Ensure Information And Support Is Available For Everyone.	BO104 Our Communities Are Protected And Supported.	BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realise Their Potential.	BO110 We Support Businesses, Employment And Development Opportunities.	BO113 Our Infrastructure Is Safe And Fit For The Future.	BO115 We Are Efficient And Cost Effective.
	BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	BO105 Our Natural And Built Environment Is Protected And Respected.	BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	BO109 All Our Adults Are Supported To Realise Their Potential.	BO111 We Influence And Engage With Businesses and Policy Makers.	BO114 Our Communities Are Cleaner And Greener.	BO116 We Engage And Work With Our Customers, Staff And Partners.
	BO103 We Enable A Choice Of Suitable Housing Options.				BO112 Argyll & Bute Is Promoted To Everyone.		BO117 We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach						

BUTE & COWAL FQ2 2020/21 OVERALL PERFORMANCE SUMMARY

The table below presents a summary of all of the success measures in the scorecard.
They show the performance against targets and the trend against the pervious quarter's performance.
Measures with 'no trend data' are the cumulative car parking income measures.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ4 2019/20	FQ2 2020/21	GREEN RED NO TARGET TOTAL
	11	17	
	9	7	
	11	8	
	31	32	





B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - B&C (Housing Services)	●	↑↑	0	0	1	1	Allan Brandie	FQ2 2020/21 B&C 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 B&C All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑↑	0	0	28	28	Allan Brandie	FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
B&C - Number of Parking Penalty Notices Issued (Streetscene B&C)		↑↑	No Target	0	No Target	50	Hugh O'Neill	<p>FQ2 2020/21 B&C No patrols - Covid.</p> <p>FQ1 2020/21 B&C Line painting required in Bute & Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres. Area normally covered by Wardens from other areas, in this quarter Wardens have been required in busier areas.</p>
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑↑	No Target	57	No Target	2,761	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B</p> <p>During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.</p>
Car Parking income to date - B&C (Streetscene B&C)	●	↑↑	£37,869	£2,670	£94,488	£14,291	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 B&C</p> <p>Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>
Guildford Street, Rothesay				£4		£5		
B&C				£1,999		£9,485		
Argyll Street, Dunoon				£256		£630		
Church Street, Dunoon				£0		£419		
Dunoon Pier				£32		£192		
Jane Villa, Dunoon				£27		£719		
Moir Street, Dunoon				£344		£166		
Swimming Pool, Dunoon				£8		£6		
Car Parking income to date - A&B (StreetScene)	●	↑↑	£252,705	£43,711	£630,531	£230,268	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B</p> <p>Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)		⇓	27	11	27	20	Tom Murphy	FQ2 2020/21 B&C There has been a rise in the number of dog fouling complaints within the Bute and Cowal area over the FQ2 period, with 20 complaints. The Warden service will continue with their efforts to deal with this issue and will continue to engage with all partners in an attempt to deal with this problem.
								FQ1 2020/21 B&C There has been a significant reduction in the number of dog fouling complaints within the Bute and Cowal area over the FQ1 period, with a total of 11 complaints compared to 23 the previous period.
Dog fouling - total number of complaints A&B (StreetScene)		⇓	78	28	78	49	Tom Murphy	FQ2 2020/21 A&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the number of Amenity Enforcement Wardens. The service is aware of the public's perception on this.
								FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.
LEAMS - B&C Bute (Cleanliness Monitoring Systems)		⇒	73	84	73	84	Tom Murphy	FQ2 2020/21 B&C Bute The LEAMS monitoring returned in September after being suspended due to Covid-19. The street cleanliness in the Bute area is high, with a performance recording of 84. Exceeding both the National Standard of 67 and Benchmark figure of 73.
								FQ1 2020/21 B&C Bute Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS - B&C Cowal (Cleanliness Monitoring Systems)		⇓	73	77	73	76	Tom Murphy	FQ2 2020/21 B&C Cowal The LEAMS recording has resumed after being suspended due to Covid-19 and the performance figure for the Cowal area is 73 matching the Benchmark Figure.
								FQ1 2020/21 B&C Cowal Due to Covid-19 the LEAMS reporting has been suspended for the months of April, May and June. It is hoped this will commence again in FQ2

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↑↑	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure.
								FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Secondary School Evaluations - B&C (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 B&C No inspections.
								FQ1 2020/21 B&C No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 A&B No inspections.
								FQ1 2020/21 A&B No inspections.
B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●		-	-	94.00%	92.95%	Martin Turnbull	FQ2 2020/21 B&C Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the B&C figures for this quarter are below the Argyll and Bute average but slightly above the national average.
								FQ1 2020/21 B&C Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	●		-	-	94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3.
								FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - B&C (Planning Applications)	●	↑↑	75.0%	88.9%	75.0%	96.2%	Peter Bain	FQ2 2020/21 B&C Target achieved (96.2%) for the second consecutive quarter.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓↓	75.0%	81.5%	75.0%	78.6%	Peter Bain	FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%.
								FQ1 2020/21 A&B Above target at 81.5%.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - B&C (Planning Applications)	●	↓	8.0 Wks	6.0 Wks	8.0 Wks	11.8 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. In addition to the impact of Covid-19 restrictions, the performance of the BCHL DM team has been significantly affected during both FQ 1 and 2 by periods of extended absence amongst professional staff, and the delayed effectiveness of a new professional staff member who joined the team in January but was unable to benefit from the normal period of office based supervision and mentoring as a result of enforced home working arrangements.</p> <p>Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓↓	8.0 Wks	8.0 Wks	8.0 Wks	11.6 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>


B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Benchmarking 2020/21 This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.
								FQ1 2020/21 A&B Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - B&C percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↓	75%	87%	75%	48%	Hugh O'Neill	FQ2 2020/21 B&C Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. The electrician based in Dunoon for B&C and H&L also had to cover "emergency repairs" in OLI / MAKI where practicable . There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.
								FQ1 2020/21 B&C Performance figures affected by Covid - 19 shutdown during the bulk of FQ1. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↓	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs.
								FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).





B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		↑↑	No Target	4	No Target	1	Tom Murphy	FQ2 2020/21 B&C Bute There was only 1 waste collection complaint on the Isle of Bute for the FQ2 quarter. This is a very good level of service given the number of both domestic and commercial properties on the Island.
								FQ1 2020/21 B&C Bute There were only 4 waste collection complaints on the Isle of Bute for the FQ1 period. Given the number of both domestic and commercial properties serviced this is a very good level of service.
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		↑↑	No Target	4	No Target	3	Tom Murphy	FQ2 2020/21 B&C Cowal There were only 3 waste collection complaints received in Cowal for the FQ2 period. This again is a very good level of service considering the number of domestic and commercial properties serviced.
								FQ1 2020/21 B&C Cowal There were only 4 complaints received in Cowal regarding waste collection in the FQ1 period. This again is a very good level of service considering the number of domestic and commercial properties serviced.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑↑	No Target	25	No Target	19	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.
								FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		↑↑	45.0%	31.8%	45.0%	46.6%	John Blake	FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June.
								FQ1 2020/21 A&B 31.8 % recycling, composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	38.7%	No Target	47.6%	John Blake	FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June .
								FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	15.6%	No Target	32.1%	John Blake	FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	23.2%	No Target	48.8%	John Blake	FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery).Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% recycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Making It Happen								
B&C Teacher Absence (Education Other Attendance)		↑↑	1.50 Days	0.66 Days	1.50 Days	0.59 Days	Anne Paterson	FQ2 2020/21 B&C B&C have continued to experienced a slight reduction in WDL. This is attributable to a reduction in long term absence due to medical treatment
								FQ1 2020/21 B&C As a result of the Covid pandemic and ensuing locking, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absences across all services.Benchmarking has shown us that the majority of local authorities have also experienced a dramatic drop in absence during this period.
A&B Teacher Absence (HR1 - Sickness absence ABC)		↓↓	1.50 Days	0.82 Days	1.50 Days	0.92 Days	Anne Paterson	FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences.
								FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
B&C LGE Only (HR1 - Sickness absence ABC)		↑↑	2.36 Days	2.30 Days	2.36 Days	2.26 Days	Carolyn McAlpine	FQ2 2020/21 B&C WDL has remained fairly static between Q1 to 2 with an increase in short term absence offset but a decrease in long term.
								FQ1 2020/21 B&C As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)		↓↓	2.36 Days	1.94 Days	2.36 Days	2.29 Days	Carolyn McAlpine	FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.

Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - B&C
Actual 1
Target 1

DEG103_01-Number of new affordable homes completed per annum.
Actual 28
Target 28
Benchmark 75

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - B&C
Actual £ 14,291
Target £ 94,488

Car Parking income to date - A&B
Actual £ 230,268
Target £ 630,531

B&C - Number of Parking Penalty Notices Issued
Actual 50

A&B - Number of Parking Penalty Notices Issued
Actual 2,761

Dog fouling - total number of complaints B&C
Actual 20

Dog fouling - total number of complaints A&B
Actual 49
Target 78

LEAMS - B&C Bute
Average Monthly Data For Quarter
Actual 84

LEAMS - Argyll and Bute monthly average
Actual 80

LEAMS - B&C Cowal
Average Monthly Data For Quarter
Actual 76

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - B&C
Actual 11.8 Wks
Target 8.0 Wks
Benchmark 11.6 Wks

Householder Planning Apps: Ave no of Weeks to Determine - A&B
Actual 11.6 Wks
Target 8.0 Wks
Benchmark

% of Pre-Application enquiries processed within 20 working days - B&C
Actual 96.2 %
Target 75.0 %
Benchmark 78.6 %

% of Pre-application enquiries processed within 20 working days - A&B
Actual 78.6 %
Target 75.0 %

Making It Happen

B&C Teacher Absence
Actual 0.59 Days
Target 1.50 Days

A&B Teacher Absence
Actual 0.92 Days
Target 1.50 Days

B&C LGE Only
Actual 2.26 Days
Target 2.36 Days

A&B LGE Staff Summary - Combined Office & Non Office
Actual 2.29 Days
Target 2.36 Days

Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - B&C
Actual 0 %
Target 0 %

HMIE positive Secondary School Evaluations - A&B
Actual
Target
Benchmark

B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment
Actual 92.95 %
Target 92.95 %

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment
Actual 95.2 %
Target 94.00 %
Benchmark 92.6 %

Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - B&C Bute
Actual 1

Total number of Complaints regarding Waste Collection - A&B
Actual 10

Total number of Complaints regarding Waste Collection - B&C Cowal
Actual 3

Shanks - Percentage of Waste Recycled, Composted & Recovered
Actual 47.6 %

Islands - Percentage of Waste Recycled, Composted & Recovered
Actual 32.1 %

RIS114_01-The percentage of waste that is recycled, composted or recovered
Actual 46.6 %
Target 45.0 %
Benchmark 48.9 %

H&L - Percentage of Waste Recycled, Composted & Recovered
Actual 48.8 %



Street lighting - B&C percentage of faults repaired within 10 days
Actual 48 %
Target 75 %

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
Actual 29 %
Target 75 %

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - Education, skills and training maximises opportunities for all


% HMIE positive Secondary
School Evaluations - B&C

Actual	0 %	
Target	0 %	


HMIE positive Secondary
School Evaluations - A&B

Actual
Target
Benchmark

B&C-Maintain the percentage
of 16-19 year olds
participating in education,
training or employment

Actual	92.95 %	
Target	92.95 %	

EDU107_13-Maintain the
percentage of 16-19 year
olds in Argyll and Bute
participating in education,
training or employment

Actual	95.2 %	
Target	94.00 %	
Benchmark	92.6 %	



B&C Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'



Corporate Outcome - People live active, healthier and independent lives



Number of affordable social sector new builds - B&C	Actual	1	
	Target	1	

DEG103_01-Number of new affordable homes completed per annum.	Actual	28	
	Target	28	
	Benchmark	75	

'Making Argyll and Bute a place people choose to live, learn, work and do business'


Corporate Outcome - People live in safer and stronger communities



Car Parking income to date - Actual £ 14,291 
B&C Target £ 94,488 



Dog fouling - total number of Actual 7 
complaints B&C 



LEAMS - B&C Bute Actual 84 
Monthly Data September 2019 


LEAMS - B&C Cowal Actual 73 
Monthly Data September 2019 

B&C - Number of Parking Actual 50 
Penalty Notices Issued

Car Parking income to date - Actual £ 230,268 
A&B Target £ 630,531 

Dog fouling - total number of Actual 21 
complaints A&B 

LEAMS - Argyll and Bute Actual 81 
monthly average 

A&B - Number of Parking Actual 2,761 
Penalty Notices Issued







B&C Area Scorecard 2020-21



FQ2 20/21



'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Actual 11.8 Wks 
Ave no of Weeks to Determine Target 8.0 Wks 
- B&C Benchmark 11.6 Wks

% of Pre-Application enquiries Actual 96.2 % 
processed within 20 working Target 75.0 % 
days - B&C

Householder Planning Apps: Actual 11.6 Wks 
Ave no of Weeks to Determine - ABC Target 8.0 Wks 
Benchmark

% of Pre-application Actual 78.6 % 
enquiries processed within Target 75.0 % 
20 working days - A&B

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - B&C Bute

Actual	1	↑
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Total number of Complaints regarding Waste Collection - B&C Cowal

Actual	3	↑
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Shanks - Percentage of Waste Recycled, Composted & Recovered

Actual	47.6 %	↑
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Islands - Percentage of Waste Recycled, Composted & Recovered

Actual	32.1 %	↑
--------	--------	---

H&L - Percentage of Waste Recycled, Composted & Recovered

Actual	48.8 %	↑
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Street lighting - B&C percentage of faults repaired within 10 days

Actual	48 %	↓
Target	75 %	↓

Total number of Complaints regarding Waste Collection - A&B

Actual	10	↑
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RIS114_01-The percentage of waste that is recycled, composted or recovered

Actual	46.6 %	↑
Target	45.0 %	↑
Benchmark	48.9 %	↑

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days

Actual	29 %	↓
Target	75 %	↓



B&C Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Making It Happen

B&C Teacher Absence	Actual	0.59 Days	🟢
	Target	1.50 Days	⬆️

B&C LGE Only	Actual	2.26 Days	🟢
	Target	2.36 Days	⬆️

A&B Teacher Absence	Actual	0.92 Days	🟢
	Target	1.50 Days	⬇️

A&B LGE Staff Summary - Combined Office & Non Office	Actual	2.29 Days	🟢
	Target	2.36 Days	⬇️

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

- 1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) and illustrates the agreed performance measures.

- 1.2 A summary of all the measures is included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.

- 1.3 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no 'trend' arrows for the car park income as it is a cumulative total.

- 1.4 Also as previously agreed the Positive Destinations measure has been replaced with the following Participation measure –

The proportion of 16 – 19 year olds participating in a positive destination (Education, Training or Employment.)

This information is now displayed on the Scorecard at both Council wide and Area level.

- 1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and

subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Area Scorecard and Performance Report.

- 1.6 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.7 A short key to symbols / layout is attached. (Appendix 1).
- 1.8 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached. (Appendix 2).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- 2.3 It is recommended that the Area Committee agree to the proposed presentation of Car Park Income.
- 2.4 It is recommended that the Area Committee agree to the removal of both Primary and Secondary School Inspection measures
- 2.5 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 MAKI Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 MAKI Scorecard

PERFORMANCE REPORTS – KEYS TO SYMBOLS

WORD REPORT

STATUS SYMBOL

- This is colour coded and indicates if the performance is good – Green; or off track – Red

TREND ARROW

- This indicates the trend of the performance between the last two periods

NAME IN BRACKETS (StreetScene)

- The indicates not only where in Pyramid you can find the data but also what team in the council deals with this element of performance

GREY SUCCESS MEASURE

- This indicates that the performance measure is a council-wide one

WHITE SUCCESS MEASURE

- This indicates that the performance measure is a local area one

ON GRAPHS IN PYRAMID

GREEN

- Performance is positively within desired parameters / meeting target / positively exceeding target

RED

- Performance is negatively out-with desired parameters / not meeting target / negatively exceeding target

KEY

- There is a key / explanation to each graph indicating Target / Actual / Benchmark alongside each graph

THE SCORECARD

- This is a plain summary of the success measures
- It mirrors the word report – BUT without commentary / names / teams
- It is simply a picture

Joint Over-arching Vision	Argyll and Bute’s Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	BO101 We Ensure Information And Support Is Available For Everyone.	BO104 Our Communities Are Protected And Supported.	BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realise Their Potential.	BO110 We Support Businesses, Employment And Development Opportunities.	BO113 Our Infrastructure Is Safe And Fit For The Future.	BO115 We Are Efficient And Cost Effective.
	BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	BO105 Our Natural And Built Environment Is Protected And Respected.	BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	BO109 All Our Adults Are Supported To Realise Their Potential.	BO111 We Influence And Engage With Businesses and Policy Makers.	BO114 Our Communities Are Cleaner And Greener.	BO116 We Engage And Work With Our Customers, Staff And Partners.
	BO103 We Enable A Choice Of Suitable Housing Options.				BO112 Argyll & Bute Is Promoted To Everyone.		BO117 We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach						

MID ARGYLL, KINTYRE & ISLAY FQ2 2020/21 OVERALL PERFORMANCE SUMMARY

The table below presents a summary of all of the success measures in the scorecard.
They show the performance against targets and the trend against the pervious quarter's performance.
Measures with 'no trend data' are the cumulative car parking income measures.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ4 2019/20	FQ2 2020/21	GREEN RED NO TARGET TOTAL
	11	18	
	10	7	
	10	7	
	31	32	






MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - MAKI (Housing Services)	●	↑↑	0	0	5	5	Allan Brandie	FQ2 2020/21 MAKI 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 MAKI All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑↑	0	0	28	28	Allan Brandie	FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
MAKI - Number of Parking Penalty Notices Issued (Streetscene MAKI)		↑↑	No Target	0	No Target	34	Hugh O'Neill	FQ2 2020/21 MAKI Campbeltown town centre - new restriction unenforceable as no signs installed. Anecdotal, Inveraray car parks not as busy through the week as they were in previous years. Limited weekend cover – Lomond area took priority. FQ1 2020/21 MAKI No patrols due to Covid.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑↑	No Target	57	No Target	2,761	Hugh O'Neill	FQ1 & FQ2 2020/21 A&B During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.
Car Parking income to date - MAKI (Streetscene MAKI)	●	↑↑	£10,202	£45	£25,456	£19,718	Hugh O'Neill	FQ1 & FQ2 2020/21 MAKI Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.
<i>The Avenue, Inveraray</i>				£5		£6,408		
<i>Fisher Row, Inveraray</i>				£3		£3,033		
<i>Front Street & Toilets, Inveraray</i>				£12		£10,218		
<i>Lorne Street, Lochgilphead</i>				£25		£14		
Car Parking income to date - A&B (StreetScene)	●	↑↑	£252,705	£43,711	£630,531	£230,268	Hugh O'Neill	FQ1 & FQ2 2020/21 MAKI Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints MAKI (Streetscene MAKI)		⇓	27	3	27	11	Tom Murphy	FQ2 2020/21 MAKI The number of dog fouling complaints received for the Maki area has risen to 11 this quarter compared to only 3 in the last quarter. This is quite disappointing and could be down to the lack of warden presence in this area. This will be monitored and hopefully there will be a further reduction next quarter
								FQ1 2020/21 MAKI There were only 3 dog fouling complaints received for the MAKI area in FQ1 compared to 15 in FQ4. This is very good and it is hoped this will continue over the following months.
Dog fouling - total number of complaints A&B (StreetScene)		⇓	78	28	78	49	Tom Murphy	FQ2 2020/21 A&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the Number of Amenity Enforcement Wardens. The service is aware of the public's perception on this.
								FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.
LEAMS - MAKI Mid Argyll (Cleanliness Monitoring Systems)		⇑	73	78	73	80	Tom Murphy	FQ2 2020/21 MAKI Mid Argyll The LEAMS figure for the Mid Argyll area for September sits at 77, this is very good and exceeds both the National Standard and Benchmark figures. LEAMS reporting has only resumed after being suspended due to Covid 19.
								FQ1 2020/21 MAKI Mid Argyll Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS - MAKI Kintyre (Cleanliness Monitoring Systems)		⇑	73	76	73	79	Tom Murphy	FQ2 2020/21 MAKI Kintyre The street cleanliness in the Kintyre area is very high with a performance figure of 86 for September, this well exceeds the National Standard of 67. LEAMS reporting has only resumed after being suspended due to Covid-19.
								FQ1 2020/21 MAKI Kintyre Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS - MAKI Islay (Cleanliness Monitoring Systems)		⇒	73	83	73	83	Tom Murphy	FQ2 2020/21 MAKI Islay The Island of Islay does not have a LEAMS figure for the 2nd quarter due to Covid-19, monitoring will resume again in October.
								FQ1 2020/21 MAKI Islay Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	●	↑↑	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure. FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2.
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Scondary School Evaluations - MAKI (Authority Data)	●	⇒	FQ1 20/21 0 %	FQ1 20/21 0 %	FQ2 20/21 0 %	FQ2 20/21 0 %	Maggie Jeffrey	FQ2 2020/21 MAKI No inspections. FQ1 2020/21 MAKI No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	●	⇒	FQ1 20/21 0 %	FQ1 20/21 0 %	FQ2 20/21 0 %	FQ2 20/21 0 %	Maggie Jeffrey	FQ2 2020/21 A&B No inspections. FQ1 2020/21 A&B No inspections.
MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	●		-	-	94.00%	96.38%	Martin Turnbull	FQ2 2020/21 MAKI Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the MAKIL figures for this quarter are above both the Argyll and Bute average and the national average. FQ1 2020/21 MAKI Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	●		-	-	94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3. FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - MAKI (Planning Applications)	●	↓↓	75.0%	76.7%	75.0%	73.1%	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓↓	75.0%	81.50%	75.00%	78.60%	Peter Bain	<p>FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%.</p> <p>FQ1 2020/21 A&B Above target at 81.5%.</p>

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - MAKI (Planning Applications)	●	↓	8.0 Wks	9.9 Wks	8.0 Wks	12.1 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>



MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	8.0 Wks	8.0 Wks	11.6 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Benchmarking 2020/21 This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.
								FQ1 2020/21 A&B Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.


MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - MAKI percentage of faults repaired within 10 days (Street Lighting - Maintenance)		⇓	75%	50%	75%	18%	Hugh O'Neill	FQ2 2020/21 MAKI Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.
								FQ1 2020/21 MAKI Performance figures affected by Covid - 19 shutdown during the bulk of FQ1. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair. Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)		⇓	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs.
								FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).





MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Complaints ref Waste Collection MAKI (Streetscene MAKI)		↓	No Target	2	No Target	3	Tom Murphy	FQ2 2020/21 MAKI There were only 3 waste collection complaints received for the whole of MAKI for the FQ2 period, this is a high level of service given the number of properties both domestic and commercial serviced.
								FQ1 2020/21 MAKI There were only 2 complaints received in the FQ1 period for the whole of the MAKI area. This is excellent service given the number of properties serviced relating to both domestic and commercial properties.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	25	No Target	19	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.
								FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		↑↑	45.0%	31.8%	45.0%	46.6%	John Blake	FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June.
								FQ1 2020/21 A&B 31.8 % recycling, composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	38.7%	No Target	47.6%	John Blake	FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June .
								FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	15.6%	No Target	32.1%	John Blake	FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery). Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	23.2%	No Target	48.8%	John Blake	FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% recycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Making It Happen								
MAKI Teacher Absence (Education Other Attendance)		⇓	1.50 Days	1.58 Days	1.50 Days	0.82 Days	Anne Paterson	FQ2 2020/21 MAKI Increases on both short term and long term absences this quarter have contributed to the increase in WDL with injury and stress as the main cause.
								FQ1 2020/21 MAKI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B Teacher Absence (HR1 - Sickness absence ABC)		⇓	1.50 Days	0.92 Days	1.50 Days	0.82 Days	Anne Paterson	FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences.
								FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
MAKI LGE Only (HR1 - Sickness absence ABC)		⇓	2.36 Days	2.35 Days	2.36 Days	1.70 Days	Carolyn McAlpine	FQ2 2020/21 MAKI An increase in short term absences within Education and Adult Care west have resulted in an over increase in WDL.
								FQ1 2020/21 MAKI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)		⇓	2.36 Days	2.29 Days	2.36 Days	1.94 Days	Carolyn McAlpine	FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.

Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - MAKI
 Actual 5
 Target 5

DEG103_01-Number of new affordable homes completed per annum.
 Actual 28
 Target 28
 Benchmark 75

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - MAKI
 Actual £ 19,718

Car Parking income to date - A&B
 Actual £ 230,268
 Target £ 630,531

MAKI - Number of Parking Penalty Notices Issued
 Actual 34

A&B - Number of Parking Penalty Notices Issued
 Actual 2,761

Dog fouling - total number of complaints MAKI
 Actual 5

Dog fouling - total number of complaints A&B
 Actual 21

LEAMS - MAKI Islay
 Actual 83

LEAMS - MAKI Kintyre
 Actual 86

LEAMS - MAKI Mid Argyll
 Actual 77

LEAMS - Argyll and Bute monthly average
 Actual 81
 Target 73

Making It Happen

MAKI Teacher Absence
 Actual 1.58 Days
 Target 1.50 Days

A&B Teacher Absence
 Actual 0.92 Days
 Target 1.50 Days

MAKI LGE Only
 Actual 2.35 Days
 Target 2.36 Days

A&B LGE Staff Summary - Combined Office & Non Office
 Actual 2.29 Days
 Target 2.36 Days

Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - MAKI
 Actual 0 %
 Target 0 %

HMIE positive Secondary School Evaluations - A&B
 Actual
 Target
 Benchmark

MAKI-Maintain the percentage of 16-19 year olds participating in education, training or employment
 Actual 96.38 %
 Target 96.38 %

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment
 Actual 95.2 %
 Target 94.00 %
 Benchmark 92.6 %

Corporate Outcome - We have infrastructure that supports sustainable growth

Complaints ref Waste Collection MAKI
 Actual 3

Total number of Complaints regarding Waste Collection - A&B
 Actual 10

Street lighting - MAKI percentage of faults repaired within 10 days
 Actual 18 %
 Target 75 %

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
 Actual 29 %
 Target 75 %

Shanks - Percentage of Waste Recycled, Composted & Recovered
 Actual 47.6 %

RIS114_01-The percentage of waste that is recycled, composted or recovered
 Actual 46.6 %
 Target 45.0 %
 Benchmark 48.9 %

H&L - Percentage of Waste Recycled, Composted & Recovered
 Actual 48.8 %

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - MAKI
 Actual 12.1 Wks

Householder Planning Apps: Ave no of Weeks to Determine - ABC
 Actual 11.6 Wks
 Target 8.0 Wks
 Benchmark



% of Pre-Application enquiries processed within 20 working days - MAKI
 Actual 73.1 %

% of Pre-application enquiries processed within 20 working days - A&B
 Actual 78.6 %
 Target 75.0 %

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - Education, skills and training maximises opportunities for all


% HMIE positive Scondary
School Evaluations - MAKI

Actual	0 %	
Target	0 %	


HMIE positive Secondary
School Evaluations - A&B

Actual
Target
Benchmark

MAKI-Maintain the
percentage of 16-19 year
olds participating in
education, training or
employment

Actual	96.38 %	
Target	96.38 %	

EDU107_13-Maintain the
percentage of 16-19 year
olds in Argyll and Bute
participating in education,
training or employment

Actual	95.2 %	
Target	94.00 %	
Benchmark	92.6 %	





MAKI Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - People live active, healthier and independent lives

DEG103_01-Number of new affordable homes completed per annum.	Actual	28	 
	Target	28	
	Benchmark	75	

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - Actual £ 230,268 **R**
A&B Target £ 630,531 **↑**

MAKI - Number of Parking
Penalty Notices Issued Actual 34 **↑**

A&B - Number of Parking
Penalty Notices Issued Actual 2,761 **↑**

Dog fouling - total number of
complaints MAKI Actual 5 **→**

Dog fouling - total number
of complaints A&B Actual 21 **↓**

LEAMS - MAKI Islay Actual 83 **G**



LEAMS - MAKI Kintyre Actual 79 **G**



LEAMS - MAKI Mid Argyll Actual 80 **G**

LEAMS - Argyll and Bute
monthly average Actual 80 **G**
Target 73 **↑**

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual	7.2 Wks	
	Target	8.0 Wks	
	Benchmark	7.2 Wks	

% of Pre-application enquiries processed within 20 working days - A&B	Actual	67.6 %	
	Target	75.0 %	

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints
regarding Waste Collection -
A&B

Actual 31 ↓

Shanks - Percentage of
Waste Recycled, Composted
& Recovered

Actual 50.0 % ↓

Islands - Percentage of
Waste Recycled, Composted
& Recovered

Actual 42.7 % ↑

H&L - Percentage of Waste
Recycled, Composted &
Recovered

Actual 53.3 % ↑

RIS114_01-The percentage
of waste that is recycled,
composted or recovered

Actual 50.3 %



Target 40.0 %



Benchmark 42.0 %

RIS113_05-The percentage
of street lighting fault
repairs are completed within
10 working days

Actual 74 %



Target 75 %







MAKI Area Scorecard 2020-21

FQ2 18/19



'Making Argyll and Bute a place people choose to live, learn, work and do business'

Making It Happen



MAKI LGE Only

Actual 3.18 Days 
Target 2.36 Days 

A&B Teacher Absence

Actual 1.05 Days 
Target 1.50 Days 

A&B LGE Staff Summary -
Combined Office & Non
Office

Actual 3.78 Days 
Target 2.36 Days 

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

- 1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) and illustrates the agreed performance measures.
- 1.2 A summary of all the measures is included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.
- 1.3 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no 'trend' arrows for the car park income as it is a cumulative total.

- 1.4 Also as previously agreed the Positive Destinations measure has been replaced with the following Participation measure –

The proportion of 16 – 19 year olds participating in a positive destination (Education, Training or Employment.)

This information is now displayed on the Scorecard at both Council wide and Area level.

- 1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and

subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Area Scorecard and Performance Report.

- 1.6 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.7 A short key to symbols / layout is attached. (Appendix 1).
- 1.8 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached. (Appendix 2).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- 2.3 It is recommended that the Area Committee agree to the proposed presentation of Car Park Income
- 2.4 It is recommended that the Area Committee agree to the removal of both Primary and Secondary School Inspection measures
- 2.5 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration to Business Outcomes to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 OLI Scorecard

PERFORMANCE REPORTS – KEYS TO SYMBOLS

WORD REPORT

STATUS SYMBOL

- This is colour coded and indicates if the performance is good – Green; or off track – Red

TREND ARROW

- This indicates the trend of the performance between the last two periods

NAME IN BRACKETS (StreetScene)

- The indicates not only where in Pyramid you can find the data but also what team in the council deals with this element of performance

GREY SUCCESS MEASURE

- This indicates that the performance measure is a council-wide one

WHITE SUCCESS MEASURE

- This indicates that the performance measure is a local area one

ON GRAPHS IN PYRAMID

GREEN

- Performance is positively within desired parameters / meeting target / positively exceeding target

RED

- Performance is negatively out-with desired parameters / not meeting target / negatively exceeding target

KEY



- There is a key / explanation to each graph indicating Target / Actual / Benchmark alongside each graph

THE SCORECARD

- This is a plain summary of the success measures
- It mirrors the word report – BUT without commentary / names / teams
- It is simply a picture

Joint Over-arching Vision	Argyll and Bute’s Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	BO101 We Ensure Information And Support Is Available For Everyone.	BO104 Our Communities Are Protected And Supported.	BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realise Their Potential.	BO110 We Support Businesses, Employment And Development Opportunities.	BO113 Our Infrastructure Is Safe And Fit For The Future.	BO115 We Are Efficient And Cost Effective.
	BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	BO105 Our Natural And Built Environment Is Protected And Respected.	BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	BO109 All Our Adults Are Supported To Realise Their Potential.	BO111 We Influence And Engage With Businesses and Policy Makers.	BO114 Our Communities Are Cleaner And Greener.	BO116 We Engage And Work With Our Customers, Staff And Partners.
	BO103 We Enable A Choice Of Suitable Housing Options.				BO112 Argyll & Bute Is Promoted To Everyone.		BO117 We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach						

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - OL&I (Housing Services)		↑↑	0	0	22	22	Allan Brandie	FQ2 2020/21 OLI 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 OLI All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)		↑↑	0	0	28	18	Allan Brandie	FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.






OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
OLI - Number of Parking Penalty Notices Issued (Streetscene OL&I)		↑	No Target	0	No Target	376	Hugh O'Neill	<p>FQ2 2020/21 OLI Oban car parks and parking spaces quieter than last year. Wardens assigned to Lomondside, particularly at weekends.</p> <p>FQ1 2020/21 OLI No patrols - Covid.</p>
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑	No Target	57	No Target	2,761	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.</p>
Car Parking income to date - OL&I (Streetscene OL&I)	●	↑	£147,170	£36,113	£367,207	£122,090	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 OLI Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>
<i>Non Charging - OLI</i>				£0		£361		
<i>Non-Trunk, Oban</i>				£2,529		£38,980		
<i>Trunk, Oban</i>				£0		£6,624		
<i>Oban</i>				-£259		-£379		
<i>Albany Street, Oban</i>				£330		£2,358		
<i>Corran No.1, Oban</i>				£2		£5,485		
<i>Corran No.2, Oban</i>				£57		£3,741		
<i>Esplanade, Oban</i>				£35		£332		
<i>Gananvan, Oban</i>				£3,600		£585		
<i>Lochavullin, Oban</i>				£44		£1,870		
<i>Longsdale, Oban</i>				£98		£228		
<i>Market Street, Oban</i>				£188		£430		
<i>North Pier, Oban</i>				£26,511		£12,642		
<i>Tweeddale Street, Oban</i>				£460		£11,717		
<i>Craignure, Mull</i>				£3		£220		
<i>Fionnphort, Mull</i>				£2,514		£783		

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Car Parking income to date - A&B (StreetScene)	●	↑↑	£252,705	£43,711	£630,531	£230,268	Hugh O'Neill	FQ1 & FQ2 2020/21 A&B Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income.
Dog fouling - total number of complaints OL&I (Streetscene OL&I)	●	⇒	12	7	12	7	Tom Murphy	FQ2 2020/21 OLI The number of dog fouling complaints received for the months of July, August and September is the same as the last quarter, 7. The service will continue to monitor this over the next quarter and hopefully see a reduction. FQ1 2020/21 OLI The number of dog fouling complaints in the Oli area has reduced from 10 to 7 over the months of April, May and June. The service is aware of the public's perception of this issue, the service will continue to monitor this.
Dog fouling - total number of complaints A&B (StreetScene)	●	↓↓	78	28	78	49	Tom Murphy	FQ2 2020/21 A&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the Number of Amenity Enforcement Wardens. The service is aware of the public's perception on this. FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.
LEAMS - OL&I Lorn (Cleanliness Monitoring Systems)	●	⇒	73	82	73	82	Tom Murphy	FQ2 2020/21 OLI Lorn The level of street cleanliness in the Lorn area for September is high, with a figure of 82. The LEAMS reporting has just resumed again after being suspended due to Covid-19. FQ1 2020/21 OLI Lorn Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS - OL&I Mull (Cleanliness Monitoring Systems)	●	⇒	73	82	73	82	Tom Murphy	FQ2 2020/21 OLI Mull The street cleanliness figure for the Isle of Mull is high at 82 for the month of September, this is very good. LEAMS reporting has been suspended from April due to Covid 19 and has only returned. FQ1 2020/21 OLI Mull Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)		↑↑	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure.
								FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2.
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Secondary School Evaluations - OL&I (Authority Data)		⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 OLI No inspections.
								FQ1 2020/21 OLI No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)		⇒	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 A&B No inspections.
								FQ1 2020/21 A&B No inspections.
OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)			-	-	94.00%	96.70%	Martin Turnbull	FQ2 2020/21 OLI Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the OLI figures for this quarter are above both the Argyll and Bute average and the national average.
								FQ1 2020/21 OLI Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)			-	-	94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3.
								FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - OL&I (Planning Applications)	●	↓↓	75.0%	88.9%	75.0%	75.0%	Peter Bain	FQ2 2020/21 OLI Target met (75%) for the second consecutive quarter.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	●	↓↓	75.0%	81.5%	75.0%	78.6%	Peter Bain	FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%.
								FQ1 2020/21 A&B Above target at 81.5%.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - OL&I (Planning Applications)	●	↓↓	8.0 Wks	8.9 Wks	8.0 Wks	9.9 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>





OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	8.0 Wks	8.0 Wks	11.6 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								<p>Benchmarking 2020/21</p> <p>This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.</p>
								<p>FQ1 2020/21 A&B</p> <p>Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.</p>


OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - OL&I percentage of faults repaired within 10 days (Street Lighting - Maintenance)			75%	15%	75%	20%	Hugh O'Neill	FQ2 2020/21 OLI Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as generally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.
								FQ1 2020/21 OLI Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)			75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs.
								FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).





OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection - OL&I Lorn (Streetscene OL&I)		↑↑	No Target	13	No Target	0	Tom Murphy	FQ2 2020/21 OLI Lorn There were no waste collection complaints received for the months of July, August and September in Lorn. This is an excellent level of service given the number of properties, both domestic and commercial serviced.
								FQ1 2020/21 OLI Lorn There were 13 complaints received regarding waste collection in the Lorn area for the FQ1 period. Although this is higher than the previous quarter it is still a good level of service given the number of properties serviced.
Total number of Complaints regarding Waste Collection - OL&I Mull (Streetscene OL&I)		⇒	No Target	0	No Target	0	Tom Murphy	FQ2 2020/21 OLI Mull Again this quarter, July, August and September, there were no waste collection complaints received for the Island of Mull, and excellent service.
								FQ1 2020/21 OLI Mull Again this quarter there were no waste collection complaints received for the Isle of Mull. This is an excellent level of service.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑↑	No Target	25	No Target	19	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.
								FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		↑↑	45.00%	31.80%	45.00%	46.60%	John Blake	FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June.
								FQ1 2020/21 A&B 31.8 % recycling ,composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	38.70%	No Target	47.60%	John Blake	FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June .
								FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	15.60%	No Target	32.10%	John Blake	FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	23.20%	No Target	48.80%	John Blake	FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% recycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Making It Happen								
OL&I Teacher Absence (Education Other Attendance)		↑↑	1.50 Days	1.18 Days	1.50 Days	0.48 Days	Anne Paterson	FQ2 2020/21 OLI OLI has experienced a continued decrease in WDL In FQ2 due to a significant decrease in long term absence particularly in stress absence.
								FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B Teacher Absence (HR1 - Sickness absence ABC)		↓↓	1.50 Days	0.82 Days	1.50 Days	0.92 Days	Anne Paterson	FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences.
								FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
OLI LGE Only (HR1 - Sickness absence ABC)		↓↓	2.36 Days	2.06 Days	2.36 Days	2.73 Days	Carolyn McAlpine	FQ2 2020/21 OLI An increase in short term absences, particularly in stress absence, has contributed to the increase between FQ1 and FQ2.
								FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)		↓↓	2.36 Days	1.94 Days	2.36 Days	2.29 Days	Carolyn McAlpine	FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.

Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - OL&I
 Actual 22 G
 Target 22 ↑

DEG103_01-Number of new affordable homes completed per annum.
 Actual 28 G
 Target 28 ↑
 Benchmark 75 ↑

Corporate Outcome - People live in safer and stronger communities

Car Parking Income to date - OL&I
 Actual £ 122,090 R
 Target £ 367,207 ↑

Car Parking Income to date - A&B
 Actual £ 230,268 R
 Target £ 630,531 ↑

OLI - Number of Parking Penalty Notices Issued
 Actual 376 ↑

A&B - Number of Parking Penalty Notices Issued
 Actual 2,761 ↑

Dog fouling - total number of complaints OL&I
 Actual 2 ↑

Dog fouling - total number of complaints A&B
 Actual 21 ↓

LEAMS - OL&I Lom
 Actual 82 G
 Average Monthly Data For Quarter ↓

LEAMS - Argyll and Bute monthly average
 Actual 81 G
 Target 81 ↑

LEAMS - OL&I Mull
 Actual 82 G
 Average Monthly Data For Quarter ↑

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - OL&I
 Actual 9.9 Wks R
 Target 8.0 Wks ↓
 Benchmark 11.6 Wks ↓

Householder Planning Apps: Ave no of Weeks to Determine - A&B
 Actual 11.6 Wks R
 Target 8.0 Wks ↓
 Benchmark ↑

% of Pre-Application enquiries processed within 20 working days - OL&I
 Actual 75.0 % G
 Target 75.0 % ↓
 Benchmark 78.6 % ↓

% of Pre-application enquiries processed within 20 working days - A&B
 Actual 78.6 % G
 Target 75.0 % ↓

Making It Happen

OL&I Teacher Absence
 Actual 0.48 Days G
 Target 1.50 Days ↑

A&B Teacher Absence
 Actual 0.92 Days G
 Target 1.50 Days ↓

OLI LGE Only
 Actual 2.73 Days R
 Target 2.36 Days ↓

A&B LGE Staff Summary - Combined Office & Non Office
 Actual 2.29 Days G
 Target 2.36 Days ↓

Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - OL&I
 Actual 0 % G
 Target 0 % ↑

HMIE positive Secondary School Evaluations - A&B
 Actual ↑
 Target ↑
 Benchmark ↑

OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment
 Actual 96.70 % G
 Target 96.70 % ↑

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment
 Actual 95.2 % G
 Target 94.00 % ↑
 Benchmark 92.6 % ↑

Corporate Outcome - We have infrastructure that supports sustainable growth

Street lighting - OL&I percentage of faults repaired within 10 days
 Actual 20 % R
 Target 75 % ↑

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
 Actual 29 % R
 Target 75 % ↑

Total number of Complaints regarding Waste Collection - OL&I Lom
 Actual 0 ↑

Total number of Complaints regarding Waste Collection - A&B
 Actual 10 ↑

Total number of Complaints regarding Waste Collection - OL&I Mull
 Actual 0 ↑

Shanks - Percentage of Waste Recycled, Composted & Recovered
 Actual 47.6 % ↑

Islands - Percentage of Waste Recycled, Composted & Recovered
 Actual 32.1 % ↑

RIS114_01-The percentage of waste that is recycled, composted or recovered
 Actual 46.6 % G
 Target 45.0 % ↑
 Benchmark 48.9 % ↑

H&L - Percentage of Waste Recycled, Composted & Recovered
 Actual 48.8 % ↑





OLI Area Scorecard 2020-21


FQ2 20/21


'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - Education, skills and training maximises opportunities for all

% HMIE positive Secondary School Evaluations - OL&I	Actual	0 %	
	Target	0 %	



HMIE positive Secondary School Evaluations - A&B	Actual	
	Target	
	Benchmark	


OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment	Actual	96.70 %	
	Target	96.70 %	

EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment	Actual	95.2 %	
	Target	94.00 %	
	Benchmark	92.6 %	

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - People live active, healthier and independent lives

Number of affordable social sector new builds - OL&I	Actual	22	
	Target	22	

DEG103_01-Number of new affordable homes completed per annum.	Actual	28	
	Target	28	
	Benchmark	75	

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - People live in safer and stronger communities

Car Parking income to date - OL&I
Actual £ 396,895 **R**
Target £ 411,082 **↑**

Car Parking income to date - A&B
Actual £ 620,057 **R**
Target £ 647,549 **↑**

Dog fouling - total number of complaints OL&I
Actual 6 **↓**

Dog fouling - total number of complaints A&B
Actual 55 **G**
Target 78 **↑**

LEAMS - OL&I Lorn
Monthly Data
Actual 79 **↓**
September 2018

LEAMS - Argyll and Bute
monthly average
Actual 79 **G**
Target 79 **↓**

LEAMS - OL&I Mull
Monthly Data
Actual 80 **↓**
September 2018



OLI Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - The economy is diverse and thriving

Householder Planning Apps: Ave no of Weeks to Determine - OL&I	Actual	9.9 Wks	
	Target	8.0 Wks	
	Benchmark	11.6 Wks	

% of Pre-Application enquiries processed within 20 working days - OL&I	Actual	75.0 %	
	Target	75.0 %	
	Benchmark	78.6 %	

Householder Planning Apps: Ave no of Weeks to Determine - ABC	Actual	11.6 Wks	
	Target	8.0 Wks	
	Benchmark		

% of Pre-application enquiries processed within 20 working days - A&B	Actual	78.6 %	
	Target	75.0 %	

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Corporate Outcome - We have infrastructure that supports sustainable growth

Total number of Complaints regarding Waste Collection - OL&I Lorn
Actual 7 ↓

Total number of Complaints regarding Waste Collection - OL&I Mull
Actual 0 ↑

Shanks - Percentage of Waste Recycled, Composted & Recovered
Actual 50.0 % ↓

Islands - Percentage of Waste Recycled, Composted & Recovered
Actual 42.7 % ↑

H&L - Percentage of Waste Recycled, Composted & Recovered
Actual 53.3 % ↑

Street lighting - OL&I percentage of faults repaired within 10 days
Actual 38 % R
Target 75 % ↑

Total number of Complaints regarding Waste Collection - A&B
Actual 31 ↓

RIS114_01-The percentage of waste that is recycled, composted or recovered
Actual 50.3 % G
Target 40.0 % ↑
Benchmark 42.0 %

RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days
Actual 74 % R
Target 75 % ↑



OLI Area Scorecard 2020-21

FQ2 20/21

'Making Argyll and Bute a place people choose to live, learn, work and do business'

Making It Happen

OL&I Teacher Absence	Actual	0.48 Days	
	Target	1.50 Days	

A&B Teacher Absence	Actual	0.92 Days	
	Target	1.50 Days	

OLI LGE Only	Actual	2.73 Days	
	Target	2.36 Days	

A&B LGE Staff Summary - Combined Office & Non Office	Actual	2.29 Days	
	Target	2.36 Days	

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

- 1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) and illustrates the agreed performance measures.
- 1.2 A summary of all the measures is included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.
- 1.3 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no 'trend' arrows for the car park income as it is a cumulative total.

- 1.4 Also as previously agreed the Positive Destinations measure has been replaced with the following Participation measure –

The proportion of 16 – 19 year olds participating in a positive destination (Education, Training or Employment.)

This information is now presented in the Performance Report at both Council wide and Area level.

- 1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and

subsequently the Performance Report sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Performance Report.

- 1.6 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.7 A short key to symbols / layout is attached. (Appendix 1).
- 1.8 An illustration of how the Business Outcomes align to the Corporate Outcomes is attached. (Appendix 2).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- 2.3 It is recommended that the Area Committee agree to the proposed presentation of Car Park Income.
- 2.4 It is recommended that the Area Committee agree to the removal of both Primary and Secondary School Inspection measures.
- 2.5 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 H&L Word Report in pdf format

PERFORMANCE REPORTS – KEYS TO SYMBOLS

WORD REPORT

STATUS SYMBOL

- This is colour coded and indicates if the performance is good – Green; or off track – Red

TREND ARROW

- This indicates the trend of the performance between the last two periods

NAME IN BRACKETS (StreetScene)

- The indicates not only where in Pyramid you can find the data but also what team in the council deals with this element of performance

GREY SUCCESS MEASURE

- This indicates that the performance measure is a council-wide one

WHITE SUCCESS MEASURE

- This indicates that the performance measure is a local area one

ON GRAPHS IN PYRAMID

GREEN

- Performance is positively within desired parameters / meeting target / positively exceeding target

RED

- Performance is negatively out-with desired parameters / not meeting target / negatively exceeding target

KEY

- There is a key / explanation to each graph indicating Target / Actual / Benchmark alongside each graph

THE SCORECARD

- This is a plain summary of the success measures
- It mirrors the word report – BUT without commentary / names / teams
- It is simply a picture

Joint Over-arching Vision	Argyll and Bute’s Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	BO101 We Ensure Information And Support Is Available For Everyone.	BO104 Our Communities Are Protected And Supported.	BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realise Their Potential.	BO110 We Support Businesses, Employment And Development Opportunities.	BO113 Our Infrastructure Is Safe And Fit For The Future.	BO115 We Are Efficient And Cost Effective.
	BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	BO105 Our Natural And Built Environment Is Protected And Respected.	BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	BO109 All Our Adults Are Supported To Realise Their Potential.	BO111 We Influence And Engage With Businesses and Policy Makers.	BO114 Our Communities Are Cleaner And Greener.	BO116 We Engage And Work With Our Customers, Staff And Partners.
	BO103 We Enable A Choice Of Suitable Housing Options.				BO112 Argyll & Bute Is Promoted To Everyone.		BO117 We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach						

HELENSBURGH & LOMOND

FQ2 2020/21 OVERALL PERFORMANCE SUMMARY

The table below presents a summary of all of the success measures in the scorecard.
They show the performance against targets and the trend against the pervious quarter's performance.
Measures with 'no trend data' are the cumulative car parking income measures.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ4 2019/20	FQ2 2020/21	GREEN RED NO TARGET TOTAL
	12	17	
	9	7	
	10	8	
	31	32	





H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives								
Number of affordable social sector new builds - H&L (Housing Services)	●	⇒	0	0	0	0	Allan Brandie	FQ2 2020/21 H&L 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ 2020/21 H&L All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)	●	↑	0	0	28	28	Allan Brandie	FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75.
								FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.







H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
H&L - Number of Parking Penalty Notices Issued (Streetscene H&L)		↑↑	No Target	57	No Target	2,301	Hugh O'Neill	<p>FQ2 2020/21 H&L Increase in patrols in the Lomond area plus an increase of visitors, perhaps due to Covid resulting in more PCNs. Wardens from Oban have assisted, particularly at weekends. New temporary traffic regulation order for Luss, & Duck Bay. The new Luss village restrictions are resulting in many PCNs being issued. These no waiting restrictions have no double yellow lines painted and few signs to alert drivers. Luss car park parking capacity has been reduced due to part of the car park being closed to allow for National Park portaloo's.</p> <p>FQ1 2020/21 H&L During Covid restrictions, patrols of Arrochar were made at weekends due to parking issues.</p>
A&B - Number of Parking Penalty Notices Issued (StreetScene)		↑↑	No Target	57	No Target	2,761	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.</p>
Car Parking income to date - H&L (Streetscene H&L)	●	↑↑	£57,464	£4,883	£143,380	£74,169	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 H&L Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>
<i>Maitland Street, Helensburgh</i>				£3		£63		
<i>Pier, Helensburgh</i>				£981		£5,080		
<i>Arrochar</i>				£1,240		£20,631		
<i>Luss, Lomond</i>				£2,660		£43,512		
Car Parking income to date - A&B (StreetScene)	●	↑↑	£252,705	£43,711	£630,531	£230,268	Hugh O'Neill	<p>FQ1 & FQ2 2020/21 A&B Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income.</p>

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints H&L (Streetscene H&L)		↓	12	7	12	11	Tom Murphy	FQ2 2020/21 H&L The number of dog fouling complaints in the Helensburgh/Lomond area has risen slightly this quarter with 11 complaints compared to 7 for the months of April, May and June. It is hoped the figure will drop again next quarter as the service is very much aware of the public's perception surrounding this issue.
								FQ1 2020/21 H&L The number of dog fouling complaints in the Helensburgh area has reduced dramatically from 25 in FQ4 to only 7 complaints in the months of April, May and June. It is hoped this will continue over the following months.
Dog fouling - total number of complaints A&B (StreetScene)		↓	78	28	78	49	Tom Murphy	FQ2 2020/21 a&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the Number of Amenity Enforcement Wardens. The service is aware of the public's perception on this.
								FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.
LEAMS - H&L Helensburgh (Cleanliness Monitoring Systems)		↑	73	72	73	74	Tom Murphy	FQ2 2020/21 H&L The LEAMS figure for Helensburgh is 78 for the month of September this exceeds the benchmark figure of 73. LEAMS was suspended due to Covid-19 and has only just resumed.
								FQ1 2020/21 H&L Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)		↑	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure.
								FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2.


H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Primary School Evaluations - H&L (Authority Data)		⇒	0	0	0	0	Maggie Jeffrey	FQ2 2020/21 H&L No inspections.
								FQ1 2020/21 H&L No inspections.
% HMIE positive School Evaluations Primary incl Gaelic - A&B (Authority Data)		⇒	0	0	0	0	Louise Connor	FQ2 2020/21 A&B No inspections.
								FQ1 2020/21 A&B No inspections.
% HMIE positive Secondary School Evaluations - H&L (Authority Data)		⇒	0	0	0	0	Maggie Jeffrey	FQ2 2020/21 H&L No inspections.
								FQ1 2020/21 H&L No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)		⇒	0	0	0	0	Maggie Jeffrey	FQ2 2020/21 A&B No inspections.
								FQ1 2020/21 A&B No inspections.
H&L-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)			-	-	94.00%	94.84 %	Martin Turnbull	FQ2 2020/21 H&L Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the H&L figures for this quarter are just above the Argyll and Bute average and the national average.
								FQ1 2020/21 H&L Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)			-	-	94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3.
								FQ1 2020/21 H&L Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.5 - The economy is diverse and thriving								
% of Pre-Application enquiries processed within 20 working days - H&L (Planning Applications)	●	↓	75.0%	75.0%	75.0%	73.3%	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. In addition to the impact of Covid-19 restrictions, the performance of the BCHL DM team has been significantly affected during both FQ 1 and 2 by periods of extended absence amongst professional staff, and the delayed effectiveness of a new professional staff member who joined the team in January but was unable to benefit from the normal period of office based supervision and mentoring as a result of enforced home working arrangements. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)		↓	75.0%	81.5%	75.0%	78.6%	Peter Bain	FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%.
								FQ1 2020/21 A&B Above target at 81.5%.

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - H&L (Planning Applications)	●	↓	8.0 Wks	7.6 Wks	8.0 Wks	12.9 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. In addition to the impact of Covid-19 restrictions, the performance of the BCHL DM team has been significantly affected during both FQ 1 and 2 by periods of extended absence amongst professional staff, and the delayed effectiveness of a new professional staff member who joined the team in January but was unable to benefit from the normal period of office based supervision and mentoring as a result of enforced home working arrangements. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)	●	↓	8.0 Wks	8.0 Wks	8.0 Wks	11.6 Wks	Peter Bain	<p>Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.</p> <p>The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.</p>

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								<p>Benchmarking 2020/21</p> <p>This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.</p>
								<p>FQ1 2020/21 A&B</p> <p>Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.</p>


H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - H&L percentage of faults repaired within 10 days (Street Lighting - Maintenance)	●	↓	75%	61%	75%	20%	Hugh O'Neill	FQ2 2020/21 H&L Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. The electrician based in Dunoon for B&C and H&L also had to cover "emergency repairs" in OLI / MAKI where practicable . There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10day target for a purely "dark lamp" repair.
								FQ1 2020/21 H&L Performance figures affected by Covid - 19 shutdown during the bulk of FQ1. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10day target for a purely "dark lamp" repair.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	●	↓	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020 /21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs.
								FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection H&L (Streetscene H&L)		↓	No Target	2	No Target	3	Tom Murphy	<p>FQ2 2020/21 H&L</p> <p>There were only 3 waste collection complaints received for the whole of Helensburgh and Lomond in the FQ2 quarter, months July, August and September. Given the number of properties both domestic and commercial and also the different range of services being delivered from general waste collections, kerbside co-mingle collections, glass recycling and food waste kerbside collections, this is an excellent level of service.</p> <p>FQ1 2020/21 H&L</p> <p>There were only 2 complaints regarding waste collection in the Helensburgh and Lomond area in FQ1, this is a considerable reduction from the last quarter when there were 11 complaints received. This is an excellent level of service given the large number of both domestic and commercial properties and also the wide range of services being delivered.</p>
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		↑	No Target	25	No Target	19	Tom Murphy	<p>FQ2 2020/21 A&B</p> <p>The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public.</p> <p>FQ1 2020/21 A&B</p> <p>The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.</p>

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		↑↑	45.0%	31.8%	45.0%	46.6%	John Blake	FQ2 2020/21 A&B 46.6% recycling ,composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June.
								FQ1 2020/21 A&B 31.8 % recycling ,composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	38.70%	No Target	47.60%	John Blake	FQ2 2020/21 Waste PPP Area 47.6% recycling,composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June .
								FQ1 2020/21 Waste PPP Area 38.7% recycling,composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	15.60%	No Target	32.10%	John Blake	FQ2 2020/21 Islands 32.1% recycling ,composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 Islands 15.6% recycling ,composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		↑↑	No Target	23.20%	No Target	48.80%	John Blake	FQ2 2020/21 H&L 48.8% recycling ,composting and recovery (40.4% recycling/composting plus 8.4% recovery).Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June.
								FQ1 2020/21 H&L 23.2% recycling,composting and recovery (10.3% recycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Making It Happen								
H&L Teacher Absence (Education Other Attendance)	●	↓	1.50 Days	0.59 Days	1.50 Days	0.96 Days	Anne Paterson	<p>FQ2 2020/21 H&L A slight increase in H&L teachers absence has been experienced in FQ2 due to short term absences.</p> <p>FQ1 2020/21 H&L As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. . Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.</p>
A&B Teacher Absence (HR1 - Sickness absence ABC)	●	↓	1.50 Days	0.82 Days	1.50 Days	0.92 Days	Anne Paterson	<p>FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences.</p> <p>FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.</p>
H&L LGE Only (HR1 - Sickness absence ABC)	●	↑	2.36 Days	1.80 Days	2.36 Days	1.71 Days	Carolyn McAlpine	<p>FQ2 2020/21 H&L H & L has continued to experience a decrease in WDL. This is mainly due to a reduction in long term absence particularly in Adult Care East.</p> <p>FQ1 2020/21 H&L As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services . Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.</p>
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)	●	↓	2.36 Days	1.94 Days	2.36 Days	2.29 Days	Carolyn McAlpine	<p>FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. . Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.</p> <p>FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.</p>