ARGYLL AND BUTE COUNCIL	**MID-ARGYLL, KINTYRE AND THE ISLANDS AREA COMMITTEE**
CUSTOMER SUPPORT SERVICES	**1 DECEMBER 2021**

AREA SCORECARD FQ2 2021/22

1 Background

1.1 This paper presents the Area Report and Scorecard for Financial Quarter 2 2021/22 (July to September 2021) 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 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.

1.4 A short key to symbols / layout is attached. (Appendix 1).

1.5 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 –

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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

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 D Business		Getting It Right
Corporate Outcomes	People live active healthier and	People will live in safer and stronger	Children and youngpe vg -0.001	Education, Skills	Our economy is	We have an	
Outcomes	Information And Support Is Available For Everyone.	Communities Are Protected And Supported.	Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realis 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	BO105 Our Natural	BO107 The Support	BO109			

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GREEN	
RED	
NO TARGET	Increase from FQ1 to FQ2 due to removal of Sickness Absence Target.
TOTAL	

MAKI

MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 MAKI Income at FQ2 in MAKI has seen a vast improvement when compared to FQ1. It is likely that some of the income recorded in FQ2 arose from FQ1 but not accounted for due to the cashless parking processes (receipt of income from third parties). The majority of income in MAKI derives from the off street parking in Inveraray. FQ1 2021/22 MAKI Some income arising from card payments is still to be allocated to the area totals, however, these won't be accounted for until FQ2 due to the billing process (card payments are taken by a third party and credited to the Council on a monthly basis). Officer observations are that the MAKI car parks are generally quiet, however; Inveraray is busy at the weekends.
Fisher Row, Inveraray				£0		£6,818		
The Avenue, Inveraray				£0		£17,245		
Front Street & Toilets, Inveraray				£2		£19,679		
Lorne Street, Lochgilphead				£6		£79		
								FQ2 2021/22 A&B While FQ1 showed a significant under recovery in anticipated income, FQ2 appears to demonstrate a return to pre Covid behaviour. An element of the under recovery in FQ1 is likely due to the processes for cashless payments reaching the ledger, however, it is clear that FQ1 income was significantly impacted by on going Covid lockdown effects. Three of the four areas are showing

MAKI Area Scorecard FQ2 2021/22

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	23	27	20	Tom Murphy	FQ2 2021/22 MAKI The number of dog fouling complaints this quarter for the MAKI area totals 20, this is a reduction in last quarters figures. The warden service will continue to engage with all parties to advise and educate on the issues of dog fouling. FQ1 2021/22 MAKI The number of dog fouling complaints received this quarter for the MAKI area was 23, this has not reduced from last quarter which is disappointing. The warden service will continue with their efforts to deal with this issue and hopefully we will see a reduction next quarter.
Dog fouling total number of complaints A&B (StreetScene)	▪	›	78	72	78	46	Tom Murphy	FQ2 2021/22 A&B Although the number of dog fouling complaints has reduced this quarter it still remains high. The warden service will continue to engage with all parties in an attempt to explain and educate on the issues of dog fouling, however it is difficult to catch a person committing an offence as the majority of the complainants wish to remain anonymous. FQ1 2021/22 A&B The number of dog fouling complaints remains high this quarter, this is disappointing. It is hoped we will see an improvement in this next quarter as the warden service will continue to monitor this and engage with all parties in an attempt to deal with this problem. The warden service remains committed to dealing with irresponsible dog owners. The catching of a person committing an offence is very difficult and the majority of complainants either wish to remain anonymous or decline to give a statement. However, where ever possible the wardens engage with an irresponsible dog owner with the view to explain and educate on the issues caused by dog fouling.

MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 MAKI Mid Argyll The street cleanliness levels again this quarter in Mid Argyll are very good, July 82, August 76 and September 81, all exceeding the benchmark and national standards. FQ1 2021/22 MAKI Mid Argyll The street cleanliness levels for the 1st quarter in Mid Argyll are again very good, April 86 and May and June 83, this is a very good level of service with each month exceeding the Benchmark Figure of 73. FQ2 2021/22 MAKI Kintyre The street cleanliness figures again this month for Kintyre are very good. July 74, August 83 and September 84. FQ1 2021/22 MAKI Kintyre The street cleanliness levels in Kintyre has exceeded the last quarter's figures with April 87, May 81 and June 76, this is a very good level of service. FQ2 2021/22 MAKI Islay The street cleanliness on Islay remains high at 84 over all 3 months in the 2nd quarter. FQ1 2021/22 MAKI Islay Isle of Islay again sees a very high standard of street cleanliness for the 1st quarter with each month scoring 84, exceeding the Benchmark figure of 73. FQ2 2021/22 A&B Again this quarter the level of street cleanliness remains at a very high standard. The role of the Amenity Wardens has had a key influence around littering and dog fouling to assist in maintaining the good level of performance. FQ1 2021/22 A&B The level of street cleanliness across the area remains at a very high standard, exceeding both the National Standard and Benchmark Figure. The service uses the annual report from Keep Scotland Beautiful and monthly inspections to assess the data and make appropriate alterations to work schedules

MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.3 Children and young people								
MAKI Maintain the percentage of 16 to 19 year olds participating in education, training or employment (Youth Services)		●	94.00%	96.79%	94.00%	96.21%	Simon Easton	FQ2 2021/22 MAKI Developing Young Workforce co-ordinators are now well established within each cluster and making contact with employers. FQ1 2021/22 MAKI There has been a slight increase between FQ4 2020/21 and FQ1 2021/22.
EDU107_04 Maintain the percentage of 16 to 19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)		●	94.00%	94.58%	94.00%	93.50%	Simon Easton	FQ2 2021/22 A&B The Annual Participation Measure for 2020/21 was released on 31st August 2021. In Argyll and Bute 93.5% of young people aged 16 to 19 were participating (in work, training or education). This figure is 1.3% above the national average 3.2% were not participating, which is equal with the national average 3.3% were unconfirmed, which is 1.3% below the national average. FQ1 2021/22 A&B The Annual Participation Measure is collated and reported on once a year, normally September. Since April 2021 SDS has begun reporting on 16 to 19 year olds on a monthly basis.

MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 MAKI The average turnaround time for Householder planning applications was 11.9 weeks, however this figure is impacted by two applications which took over four months to determine. It should be noted that following the transfer of a Planning Officer to the

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MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B The Development Management Team is seeing an uplift in demand for the service, whilst operating at reduced capacity in terms of resource this is

MAKI Area Scorecard FQ2 2021/22

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%	45%	75%	18%	Hugh O'Neill	FQ2 2021/22 MAKI Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months. FQ1 2021/22 MAKI We have identified a further issue with the Asset Management system (LMS) which does not calculate the dark lamp reports in line with quarterly performance on Pyramid. We have manually checked this over the individual months of the first quarter of 2021/22 which shows April 51.2%, May 52.2% and June at 25%. Further analysis of June's poor performance has revealed that several jobs were completed on time, however had not been marked up on the asset system by staff within the allotted timescales. Therefore adjusting this means June compliance is 56.2%. Tallying all three for the quarter give a compliance of 53.2%. Whilst still below the compliance rate we have again improved month on month this year. We have now recruited an electrician in the Helensburgh area which should improve repair timescales and take pressure off Dunoon and Lochgilphead based resources.

MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months. FQ1 2021/22 A&B Whilst the performance in FQ1 is an improvement from FQ4 the service acknowledges that performance is still below target and is continuing to work with the action plan that was implemented to improve performance. The service has introduced a Street Lighting Service Disruption page onto our Website and identified an issue with the Asset Management system (LMS) which does not automatically provide updates to customers reporting faults on our street lighting Network. We have been working with staff in the contact centre and RIS Administration to pick up updates from LMS and add these to Oracle to ensure better updates are being received. The team are holding regular Network and Operational Meetings to provide staff with support and highlight areas for improvement, this is being managed with a set of actions in the improvement plan. The team have now recruited an electrician in the Helensburgh area which ñ6! a …`ÐÀ 0

MAKI Area Scorecard - FQ2 2021/22

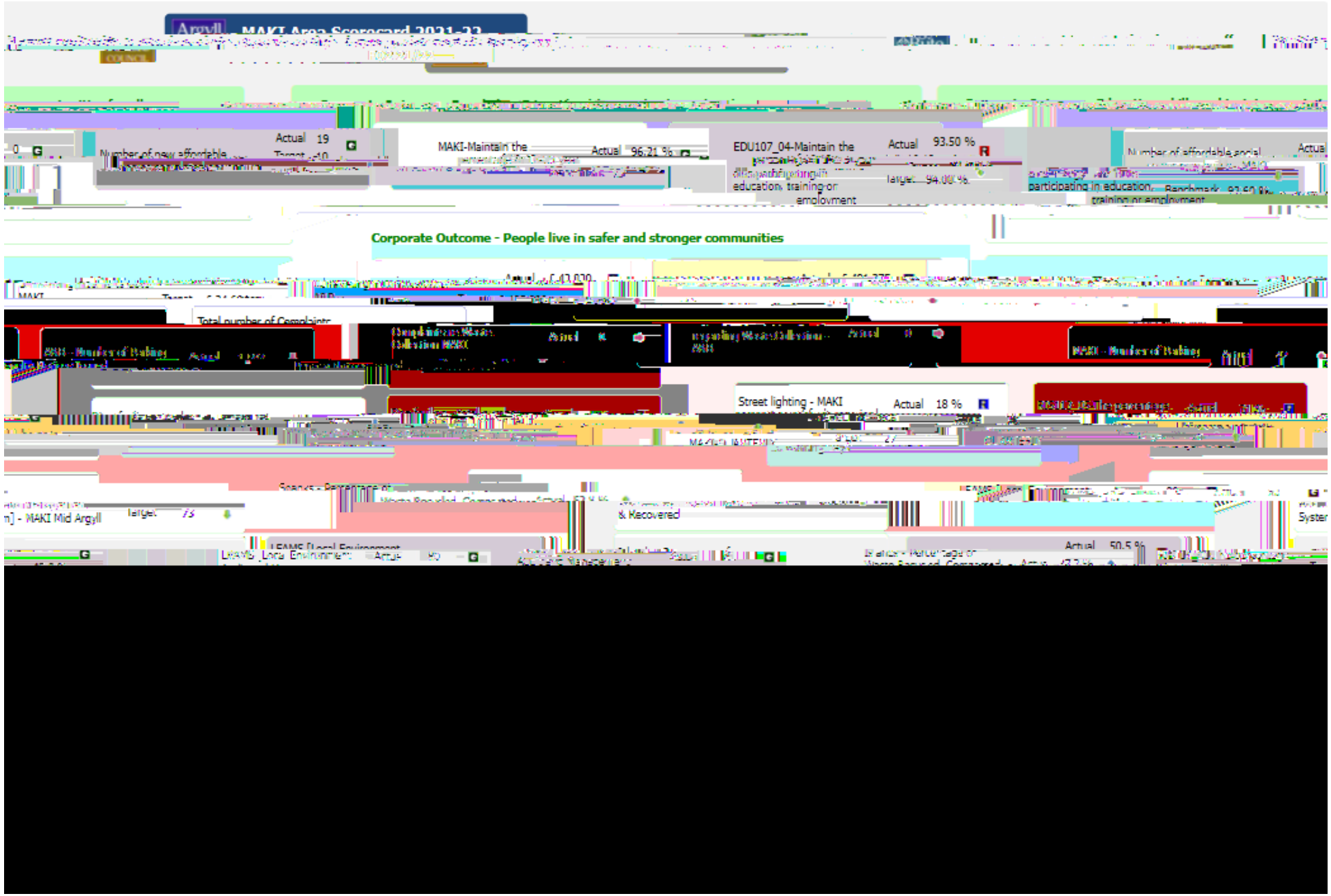
Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments

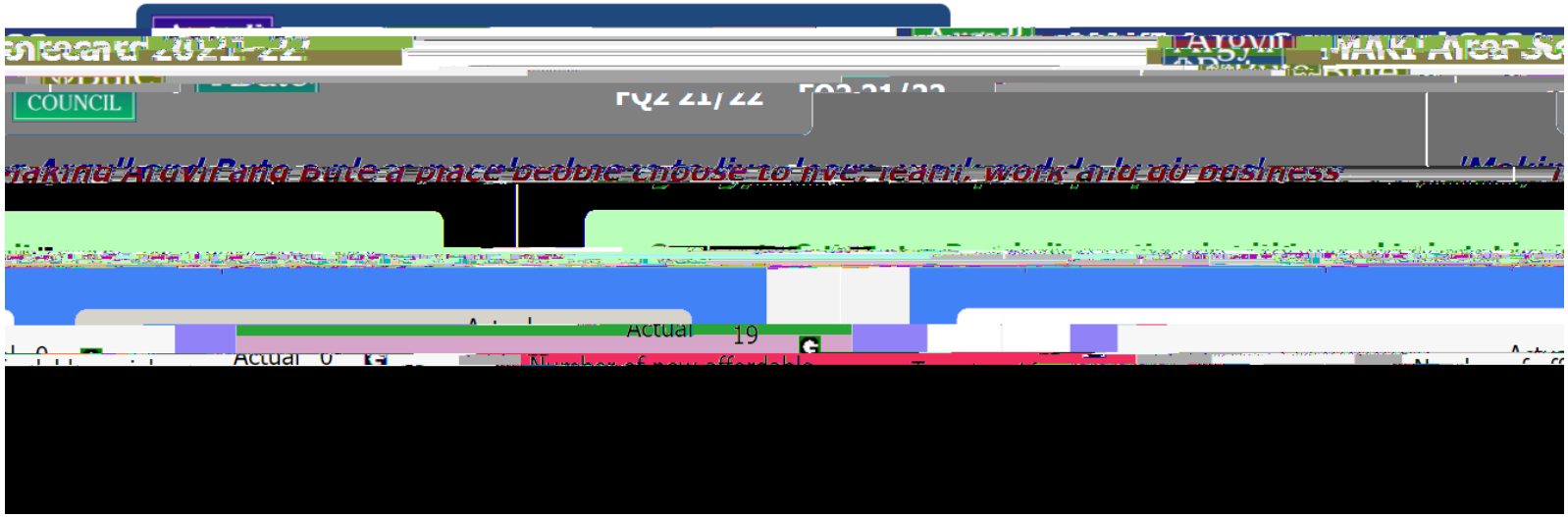
MAKI Area Scorecard FQ2 2021/22

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 and recovered (Waste Management Performance)		›	45.0%	46.6%	45.0%	50.5%	John Blake	FQ2 2021/22 A&B 50.5% recycling, composting and recovery in Q2 (35.0% recycling/composting plus 15.5% recovery). Recycling levels back to normal with rates similar to pre Covid levels. FQ1 2021/22 A&B 46.6% recycling, composting and recovery (35.0% recycling/composting plus 11.6% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
Shanks Percentage of waste recycled, composted and recovered (Waste Management Performance)		›	No Target	45.5%	No Target	52.8%	John Blake	FQ2 2021/22 Waste PPP Area 52.8% recycling, composting and recovery in Q2 (30.6% recycling/composting plus 22.2% recovery). Recycling levels back to normal with rates similar to pre Covid levels. FQ1 2021/22 Waste PPP Area 45.5% recycling, composting and recovery (30.2% recycling/composting plus 15.3% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
Islands Percentage of waste recycled, composted and recovered (Waste Management Performance)		›	No Target	33.8%	No Target	37.2%	John Blake	FQ2 2021/22 Islands 37.2% recycling, composting and recovery in Q2 (35.9% recycling/composting plus 1.3% recovery). Recycling levels more back to normal with rates closer to pre Covid levels. FQ1 2021/22 Islands 33.8% recycling, composting and recovery (32.3% recycling/composting plus 1.5% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.
H&L Percentage of waste recycled, composted and recovered (Waste Management Performance)		●	No Target	52.0%	No Target	51.2%	John Blake	FQ2 2021/22 H&L 51.2% recycling, composting and recovery in Q2 (43.2% recycling/composting plus 8.0% recovery). Recycling levels more back to normal with rates close to pre Covid levels. FQ1 2021/22 H&L 52.0% recycling, composting and recovery (44.0% recycling/composting plus 8.0% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.

MAKI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
MAKI Teacher absence (Education Other Attendance)		›	No Target	1.51 days	No Target	1.00 day	Simon Easton	FQ2 2021/22 MAKI Teacher sickness absence levels in MAKI have fallen from the first quarter as per the seasonal trend as it is summer holiday period. MAKI teachers have also seen a reduction in the numbers of days absent in the same quarter last year which is interesting as this is the opposite trend to what we are seeing with LGE staff where there is an increase. FQ1 2021/22 MAKI Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
A&B Teacher absence (HR1 Sickness Absence ABC)		›	No Target	1.36 days	No Target	0.89 days	Simon Easton	FQ2 2021/22 A&B Overall Teacher sickness absence levels have fallen from quarter one this is a seasonal trend connected to the summer holiday period. Absence levels are also very slightly lower than the same quarter last year whereas LGE absence levels are significantly higher. FQ1 2021/22 A&B Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.
A&B LGE staff summary combined office and non office (HR1 Sickness absence ABC)		›	No Target	3.32 days	No Target	3.16 days	Carolyn ›	FQ2 2021/22 MAKI MAKI sickness absence levels have increased very slightly in comparison to quater one. This is unusual as seasonally there is usually a larger reduction at this time of year due to it being summer holiday period. Levels have increased on the same quarter last year which was just as the country was emergency from lockdown an in line with the overall LGE picture. FQ1 2021/22 MAKI Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year. FQ2 2021/22 A&B Overall LGE sickness absence levels have fallen in this quarter which is in line with seasonal trends as this is the summer holiday period. The sickness absence levels have increased on the same period last year by almost a day and a third. The same period last year was just as we were emerging out of lockdown which had seen much lower levels of absence. FQ1 2021/22 A&B Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.


Argyll
MAKI Area Scorecard 2021-22
Actual 19
MAKI-Maintain the
Actual 96.21 %
EDU107_04-Maintain the
Actual 93.50 %
education, training or
employment
participating in education,
training or employment
Corporate Outcome - People live in safer and stronger communities
Total number of Complaints
Street lighting - MAKI
Actual 18 %
& Recovered
Actual 50.5 %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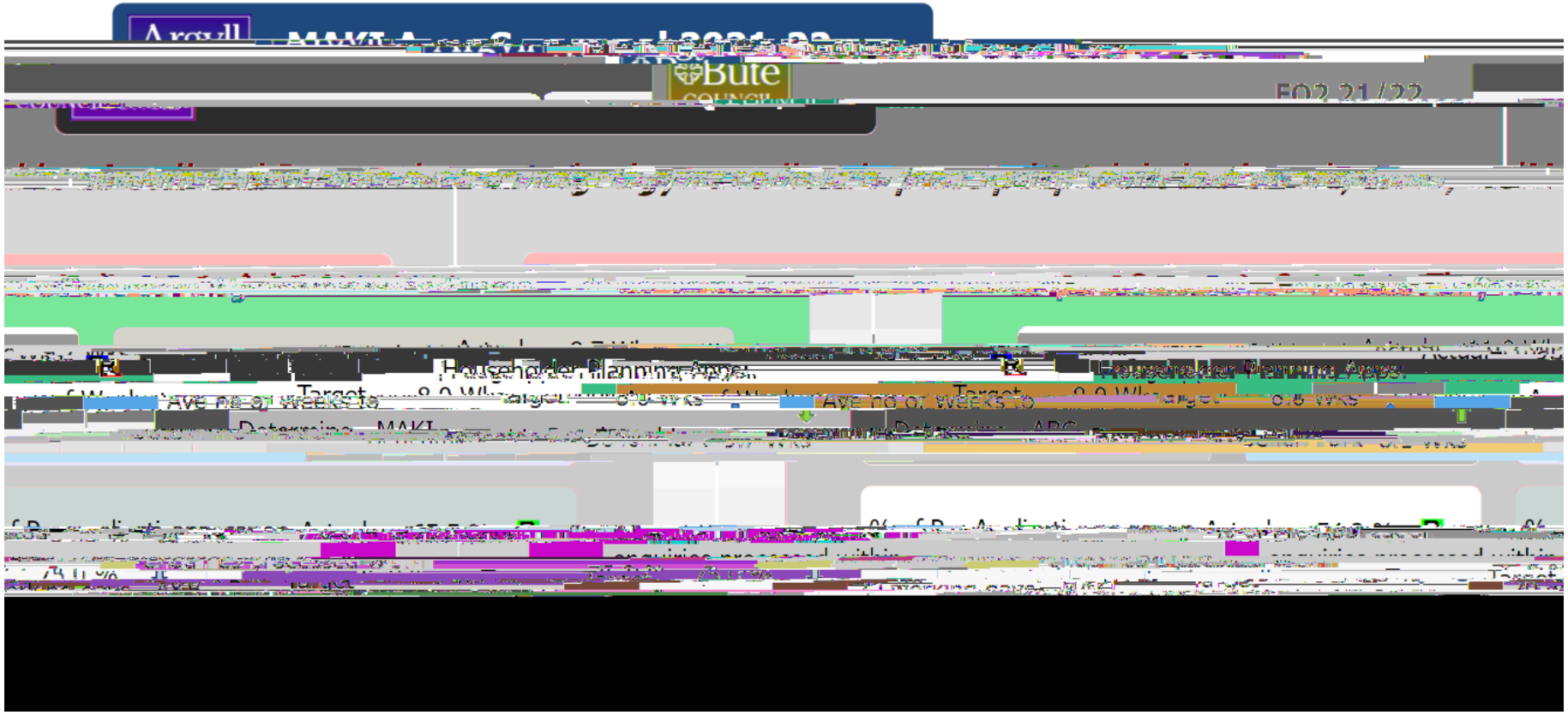
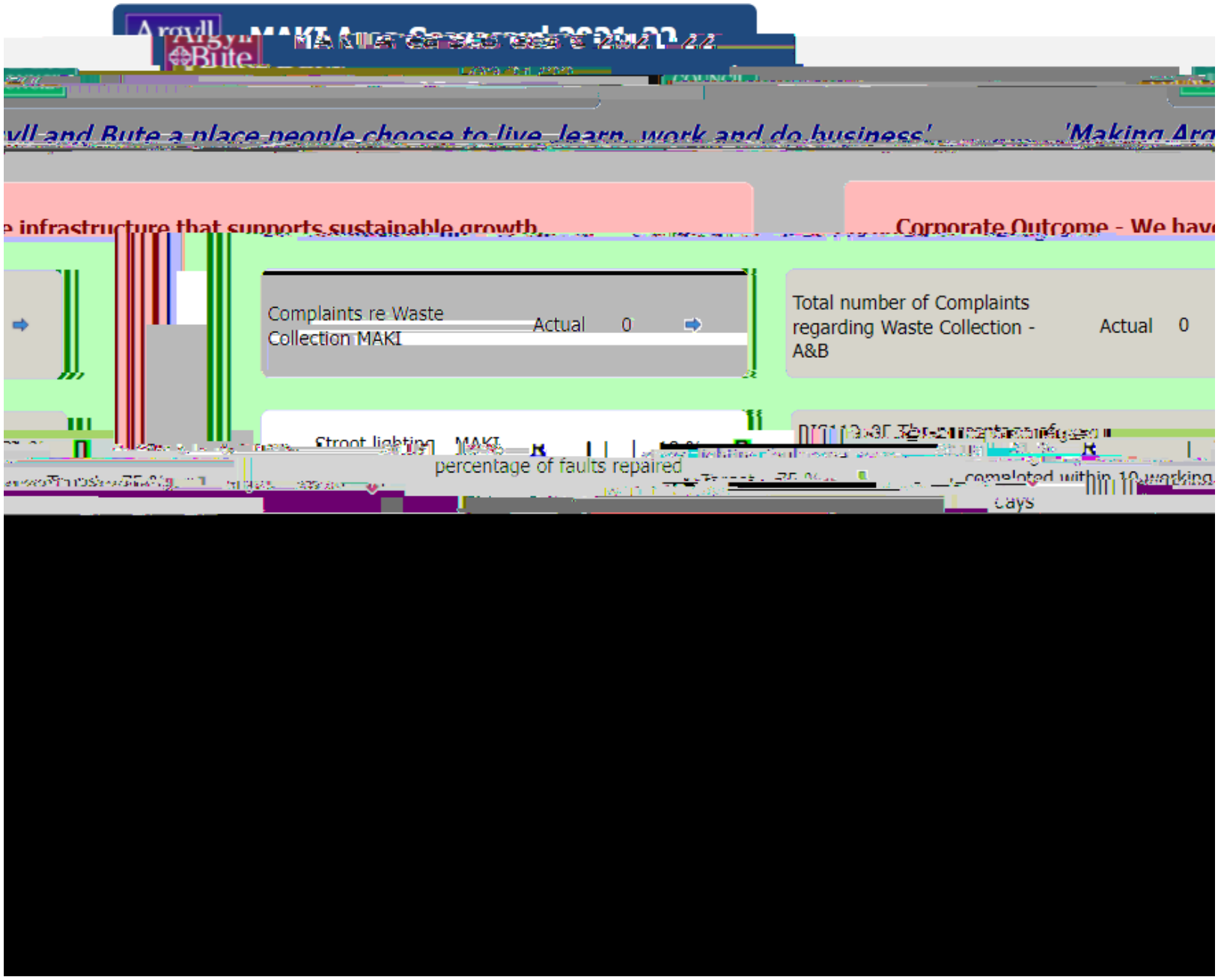
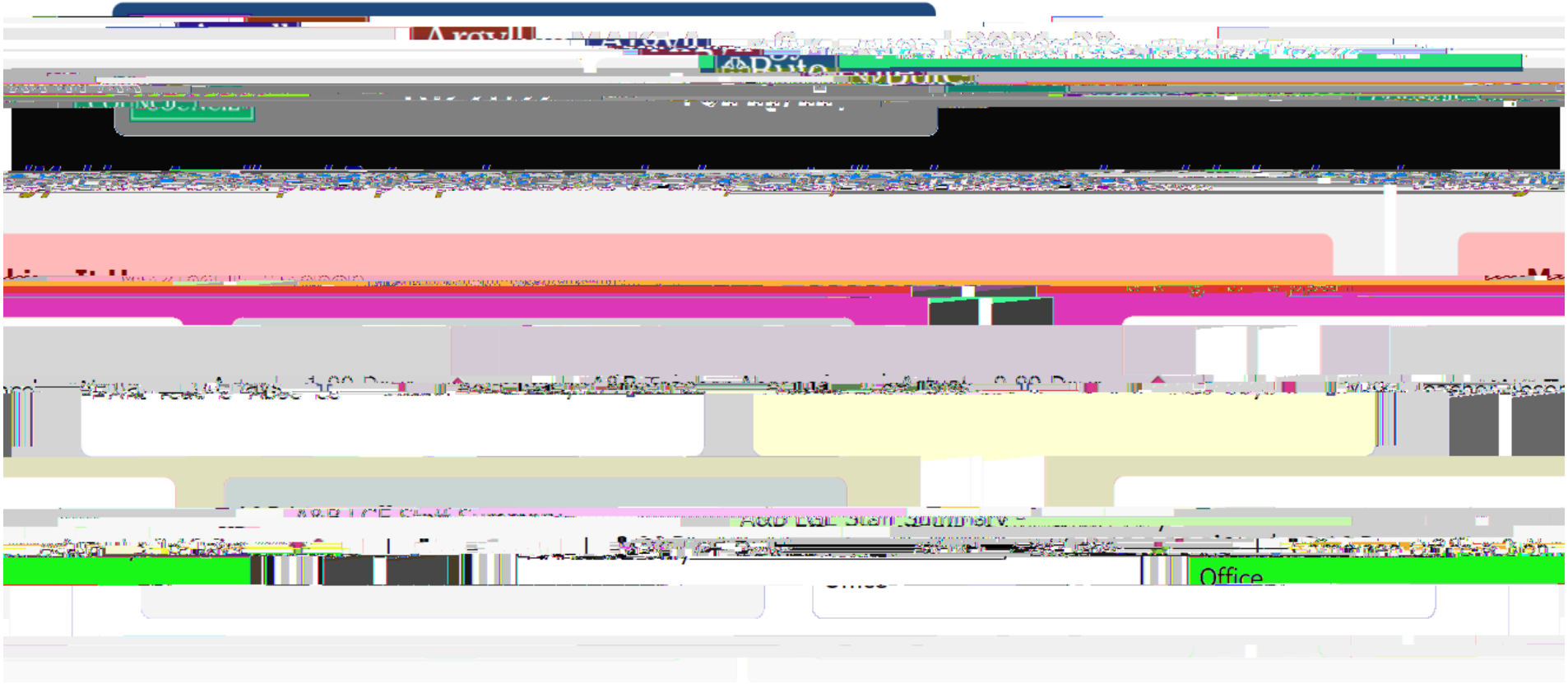
Actual 19




Argyll and Bute
MAKI Area Scorecard 2021-22
'Argyll and Bute a place people choose to live, learn, work and do business'
'Making Arg
infrastructure that supports sustainable growth
Corporate Outcome - We have
Complaints re Waste Collection MAKI
Actual 0
Total number of Complaints regarding Waste Collection - A&B
Actual 0
Street lighting MAKI
percentage of faults repaired
completed within 10 working
days



ARGYLL AND BUTE COUNCIL	BUTE AND COWAL AREA COMMITTEE
CUSTOMER SUPPORT SERVICES	7 DECEMBER 2021

AREA SCORECARD FQ2 2021/22

1 BDct <This paper presents the Area Scorecard for Quarter 2 2021

Green or No Ta

1.3 To improve the
Responsible Na
Performance R
queries being r
therefore being

1.5 An illustration of how the Business Outco
attached (Appendix 2).

3.5.1	Equalities	None. If requested the Area Committee Performance Report can be supplied in a different format.

3.5.2

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

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	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and D Business		Getting It Right
Corporate Outcomes	People live active healthier and	People will live in safer and stronger	Children and youngpe vg -0.001	Education, Skills	Our economy is	We have an	
Outcomes	Information And Support Is Available For Everyone.	Communities Are Protected And Supported.	Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realis 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	BO105 Our Natural	BO107 The Support	BO109			

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FQ1 2021/22 FQ2 2021/22

B&C Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
DEG103_01 Number of new affordable homes completed per annum (Housing Services)	▪	●	54	54	19	19	Allan Brandie	FQ2 2021/22 A&B During quarter 2 there were 19 completions across all four areas. Bute and Cowal 0, Helensburgh and Lomond 0, Mid Argyll, Kintyre and Islay 0, Oban, Lorn and the Isles r Link handed over a further 19 social rented units of the 300 units at Dunbeg due for completion this year, bringing total to date to 55 (with 36 in Q1). The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal 9, Helensburgh and Lomond 10, Oban, Lorn and the Isles 302, Mid Argyll, Kintyre and Islay 42. The annual targets for 2021/22 is 363 completions. RSLs note ongoing supply shortages in materials and labour causing some slippage with programme. FQ1 2021/22 A&B During quarter 1 there were 58 completions. Bute and Cowal 6 which included 2 wheelchair accessible units, Helensburgh and Lomond 10 units, Oban, Lorn and the Isles r 42 units which included 2 wheelchair accessible units, Mid Argyll, Kintyre and Islay 0. The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal 9, Helensburgh and Lomond 10, Oban, Lorn and the Isles 302, Mid Argyll, Kintyre and Islay 42. The annual targets for 2021/22 is 363 completions.

B&C Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments

B&C Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 B&C The number of dog fouling complaints in Bute and Cowal has more than halved this quarter. The warden service continue to monitor and engage with all parties in an attempt to deal with this problem by explaining and educating on the issues caused by dog fouling. FQ1 2021/22 B&C The number of dog fouling complaints has stayed the same as last quarter with

B&C Area Scorecard - FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 B&C Bute
								The level of street cleanliness remains high again this quarter on the Isle of

B&C Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 B&C Developing Young Workforce co-ordinators are now well established within each cluster and making contact with employers. FQ1 2021/22 B&C There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22. FQ2 2021/22 A&B The Annual Participation Measure for 2020 r

B&C Area Scorecard FQ2 2021/22

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	9.1 wks	8.0 wks	7.2 wks	Peter Bain	FQ2 2021/22 B&C At an average turnaround of 7.2 weeks, this is the best performance from the team since the challenges of the Covid pandemic first took hold. FQ1 2021/22 B&C Performance has dipped during FQ1 due to the continuing impact of Covid upon workflow. FQ3 and 4 of the previous financial year saw a significant increase in submissions which has given rise to delays not only in the validation of applications but also their determination.
Householder planning apps: ave no. of weeks to determine A B C (Planning Applications)	▪	●	8.0 wks	9.1 wks	8.0 wks	9.7 wks	Peter Bain	FQ2 2021/22 A&B The Development Management Team is seeing an uplift in demand for the service, whilst operating at reduced capacity in terms of resource - this is reflected in the performance for FQ2, which traditionally sees a higher level of annual leave taken. Following the temporary addition of a colleague to our Central Validation Team, the number of applications validated increased by 22% over the same period last year. (Demonstrating our commitment to "Grow Your Own", this succession planning for the impending retirement of a key member of the CVT has shown dividends.) When reporting against applications determined, performance in terms of timescale of delivery saw a reduction in all areas. However, this must be set against a 25% increase in volume compared to the same period last year: - Householder Applications +14% - Local (excl HH) Applications +13% - Other* Applications +85% *The category of "Other" applications constitute those for which we receive very little income, as laid down in legislation. The 74 applications determined, attracted the sum of £2,982 (or £40.30 each) at times of budgetary challenges being experienced by Local Planning Authorities. During FQ2, a new Planning Officer joined the team in Mid Argyll, but the Oban team continued to operate throughout the whole period with a vacant post. The position has been offered to the successful candidate with an anticipated start date in November. This will bring the team up to the minimum resource level required to operate the service for the first time in over a year. Benchmarking 2019/20, 2020/21 and 2021/22 This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Changes made by The Scottish Government in reporting cycles, have necessitated changes to the way we input benchmarking figures in Pyramid: 1) The annual benchmark figure, when published in July each year will be used to retrospectively update every FQ for that FY (applied to FY 2019/20 & FY 2020/21). 2) This will be projected forward throughout the four FQ's of the next FY* (as has been standard practice in Development Management for over a decade now). * projected benchmark figures are necessary to populate the field in Scorecard, due to the fact that information is now only published by The Scottish Government twice a year. FQ1 2021/22 A&B The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year. Set against this backdrop, the improvement in performance from 10.0 weeks in the previous quarter to 9.1 weeks has been maintained during FQ1 despite the ongoing operational difficulties of delivering the Planning Service with the restrictions brought about by the pandemic.

B&C Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments

B&C Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months. FQ1 2021/22 A&B Whilst the performance in FQ1 is an improvement from FQ4 the service acknowledges that performance is including currently one should

B&C Area Scorecard FQ2 2021/22

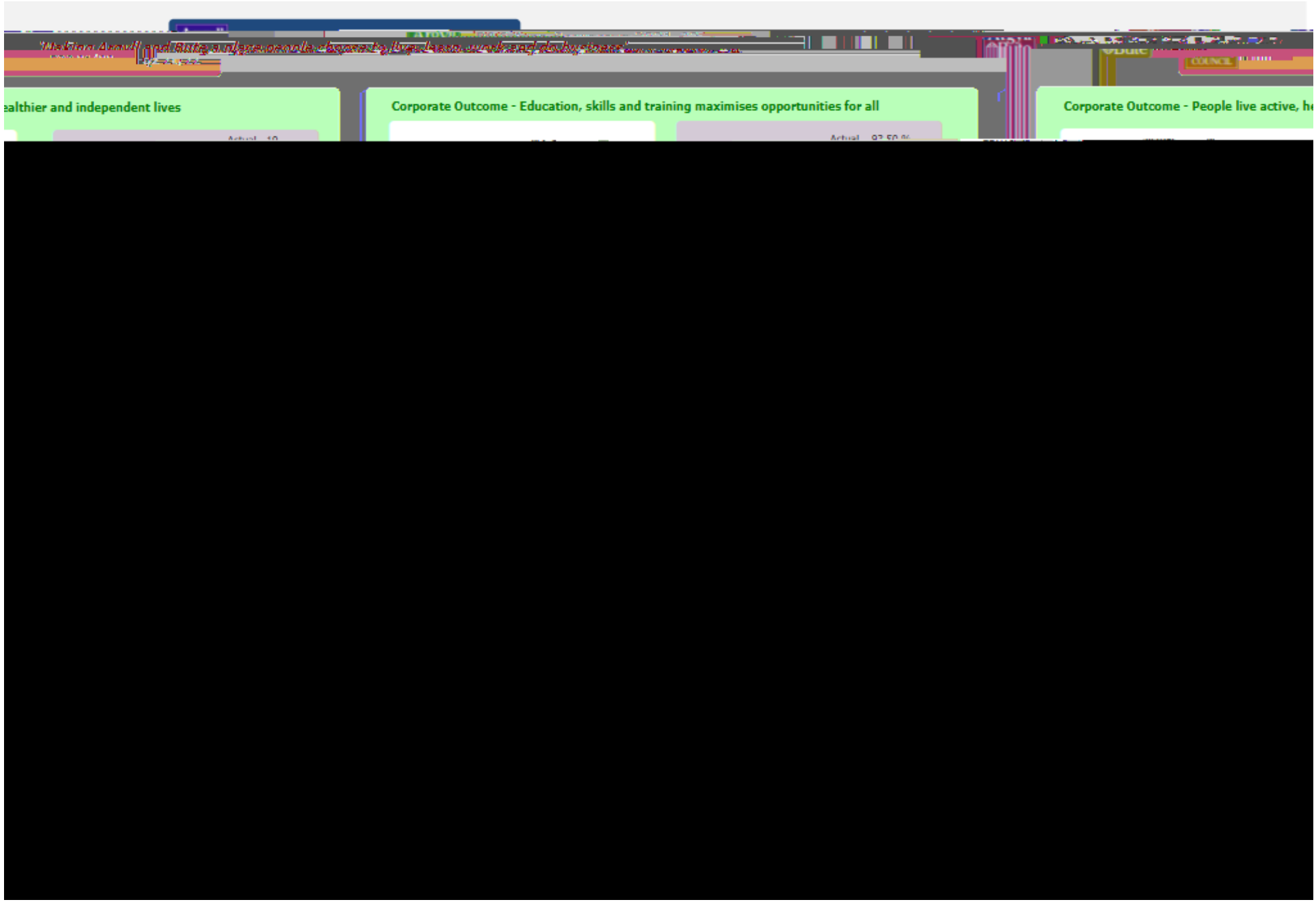
Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 B&C Bute Again this quarter there have been no complaints regarding waste collection for the Island of Bute.

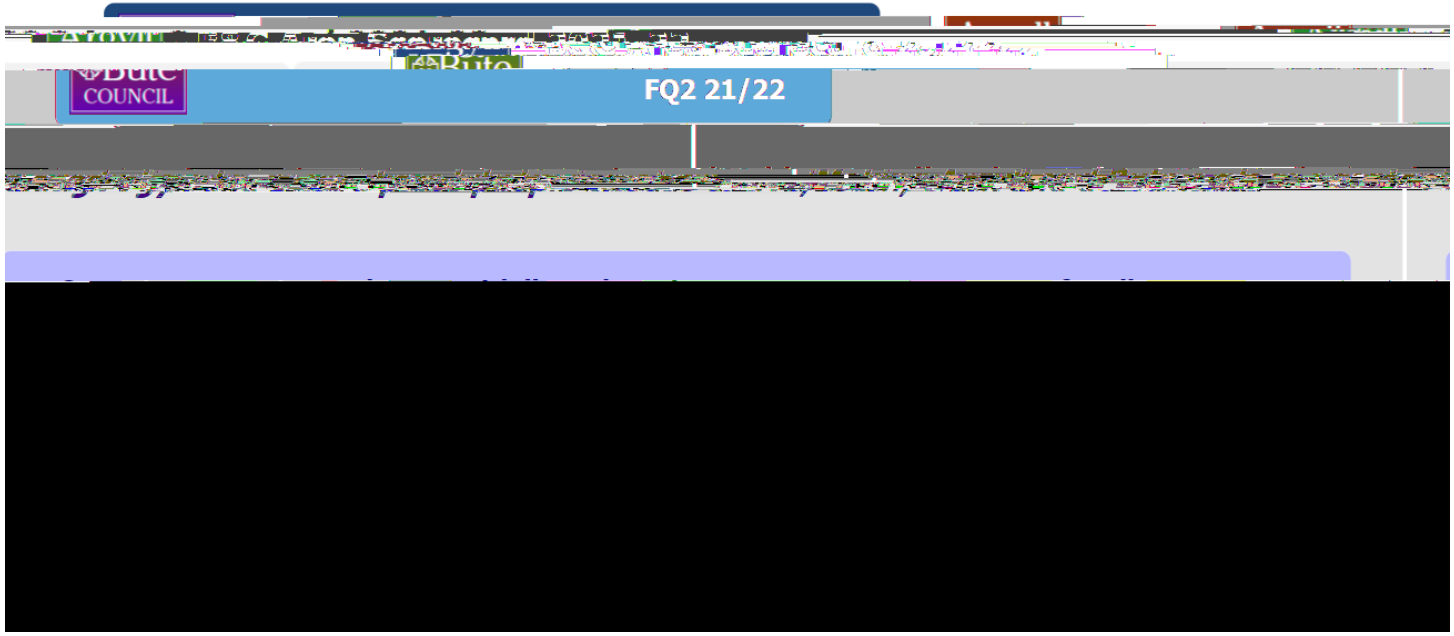
B&C Area Scorecard FQ2 2021/22

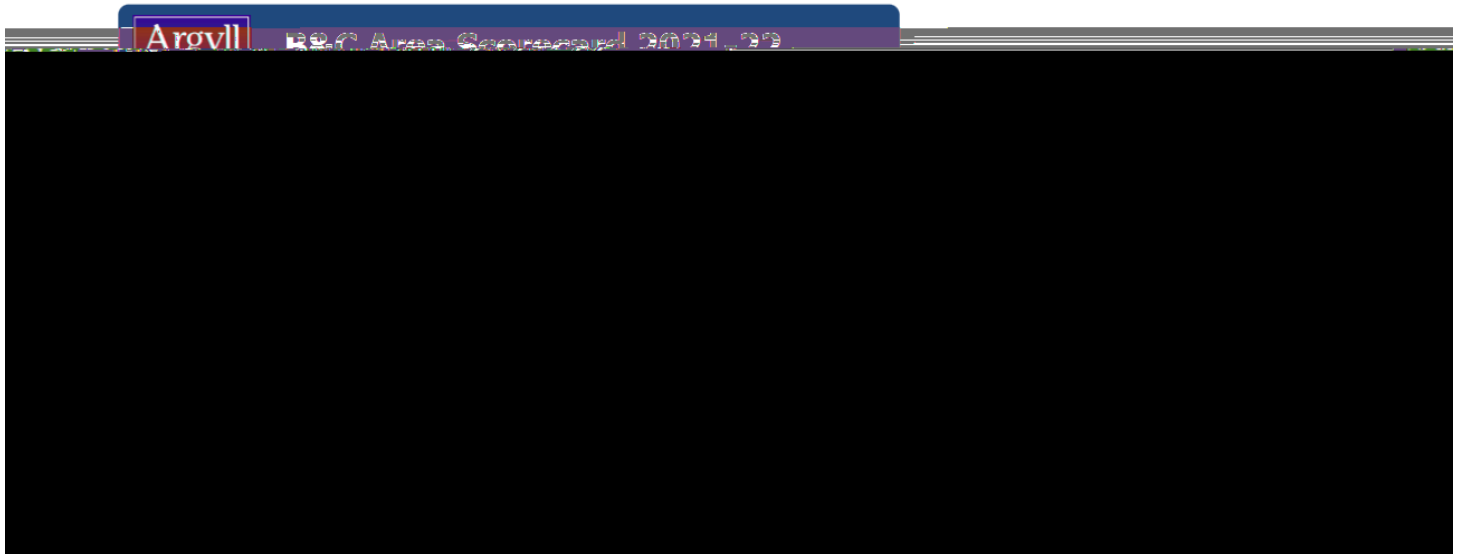
Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01 The percentage of waste that is recycled, composted that tbatqñ † Š © - 7À l 1—Œ)•P €ÐG								FQ2 2021/22 A&B 50.5% recycling, composting and recovery in Q2 (35.0% recycling/composting plus 15.5% recovery). Recycling levels back to normal with rates similar to pre Covid levels. FQ1 2021/22 A&B 46.6% recycling, composting and recovery (35.0% recycling/composting plus 11.6% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic. FQ2 2021/22 Waste PPP Area 52.8% recycling, composting and recovery in Q2 (30.6% recycling/composting plus 22.2% recovery). Recycling levels back to normal with rates similar to pre Covid levels. FQ1 2021/22 Waste PPP Area 45.5% recycling, composting and recovery (30.2% recycling/composting plus 15.3% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic. FQ2 2021/22 Islands 37.2% recycling, composting and recovery in Q2 (35.9% recycling/composting plus 1.3% recovery). Recycling levels more back to normal with rates closer to pre Covid levels. FQ1 2021/22 Islands 33.8% recycling, composting and recovery (32.3% recycling/composting plus 1.5% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic. FQ2 2021/22 H&L 51.2% recycling, composting and recovery in Q2 (43.2% recycling/composting plus 8.0% recovery). Recycling levels more back to normal with rates close to pre Covid levels. FQ1 2021/22 H&L 52.0% recycling, composting and recovery (44.0% recycling/composting plus 8.0% recovery). FQ1 percentages in this quarter at more normal levels compared to April June 2020 when council kerbside recycling services suspended and recycling/civic amenity sites were closed during the early months of Pandemic.

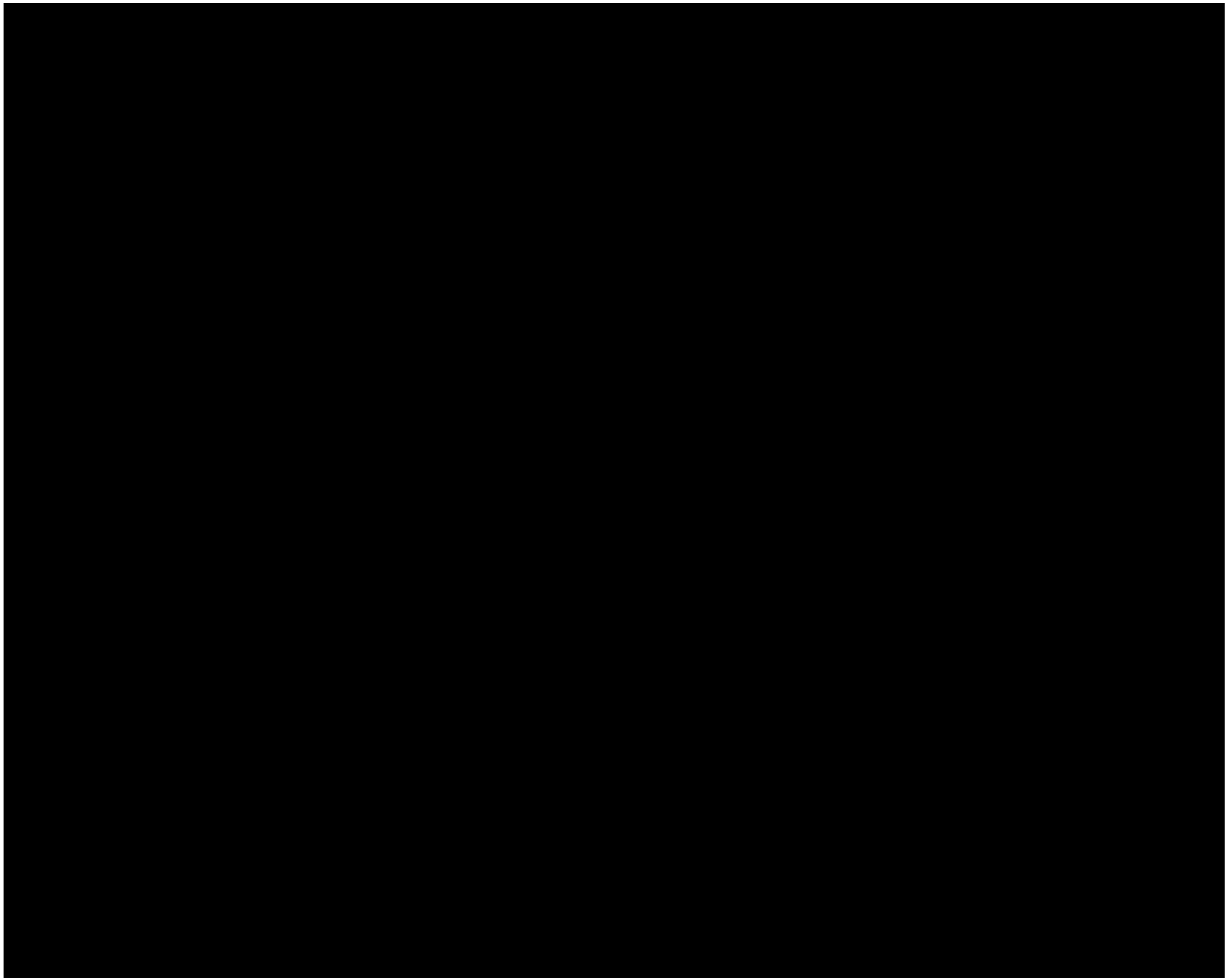
B&C Area Scorecard FQ2 2021/22

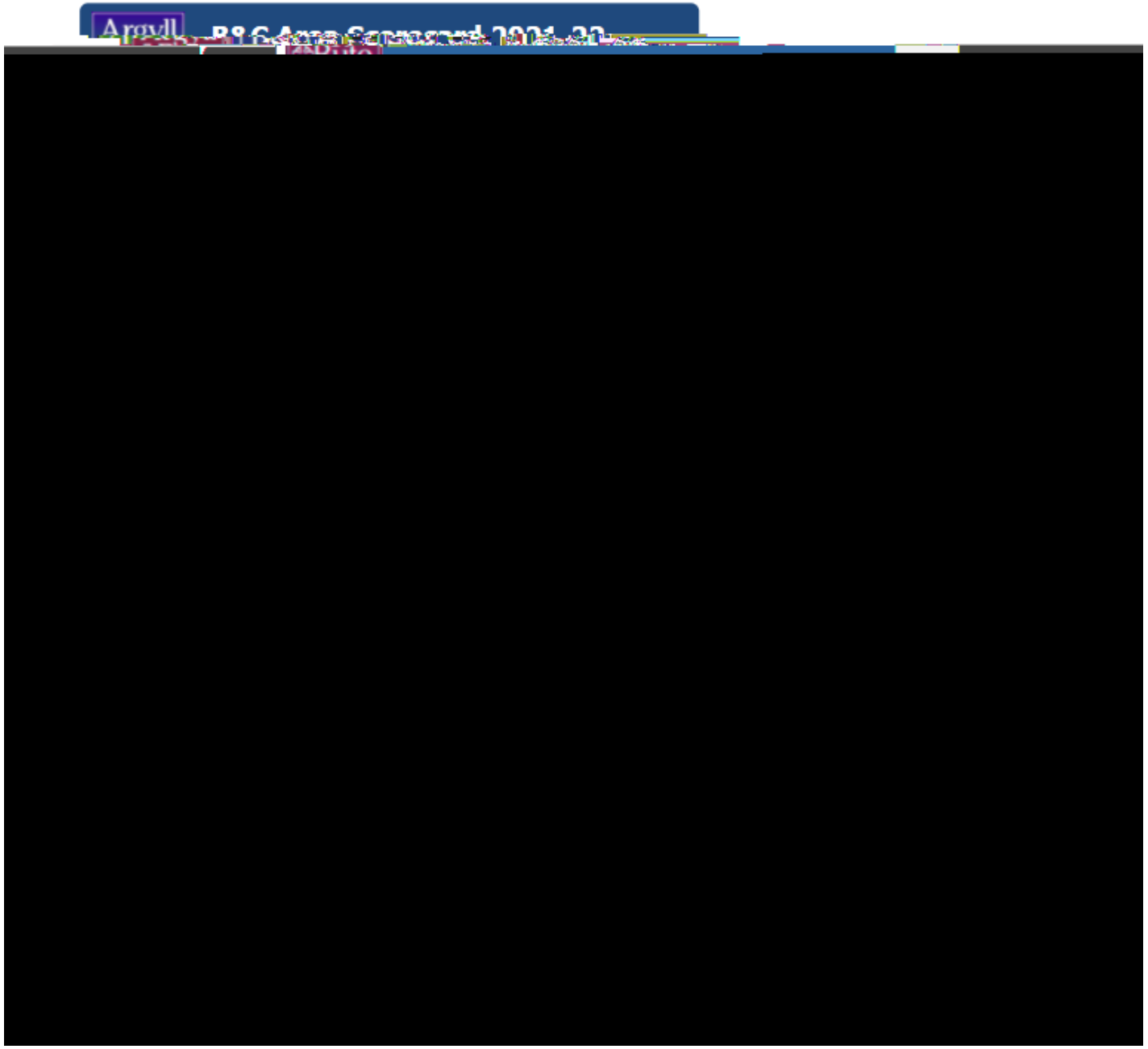
Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 B&C Sickness absence levels usually fall in Q2 due to it being the summer holiday period and this has been the case in B&C. The absence levels are higher than the same quarter last

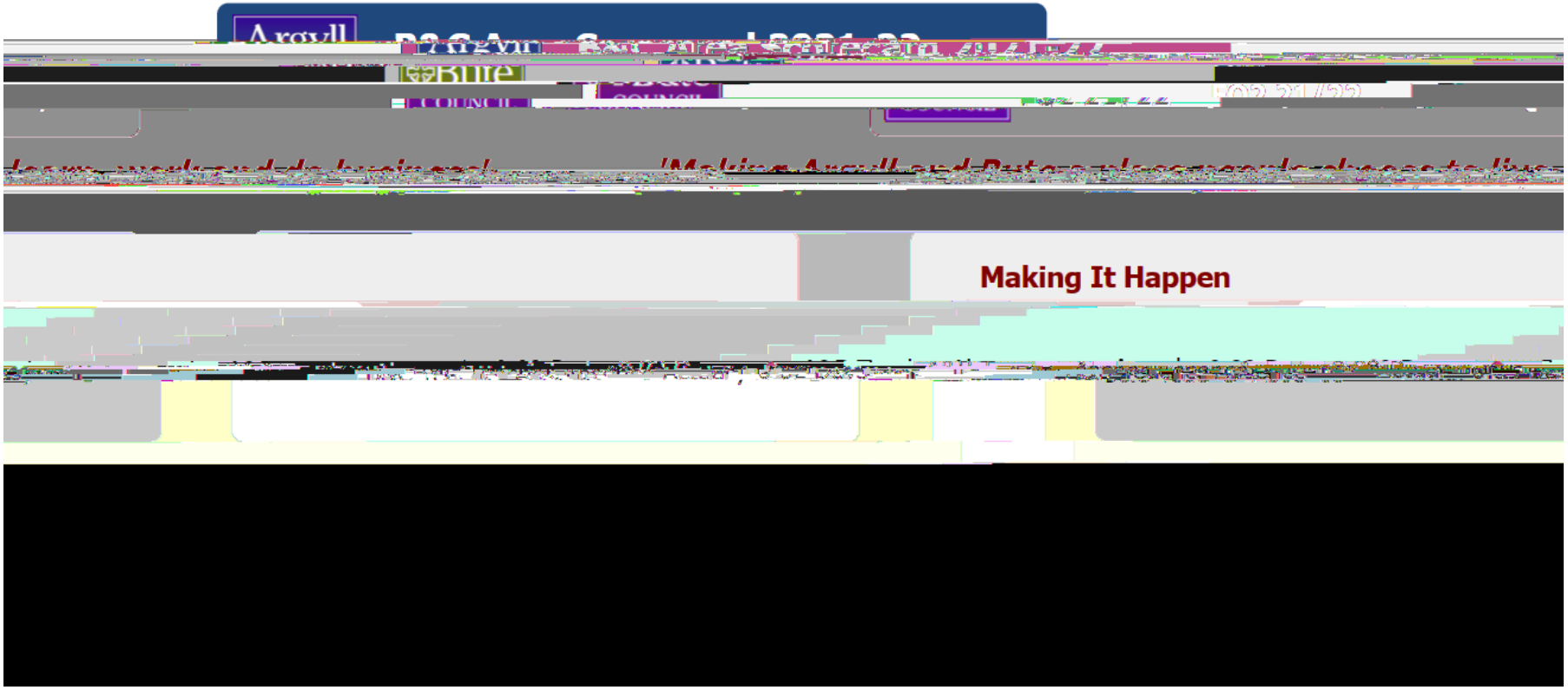

ealthier and independent lives
Corporate Outcome - Education, skills and training maximises opportunities for all
Corporate Outcome - People live active, h


COUNCIL
FQ2 21/22


Argyll




Argyll


Making It Happen

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None

3.5 Fairer Scotland Duty

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

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 D Business		Getting It Right
Corporate Outcomes	People live active healthier and	People will live in safer and stronger	Children and youngpe vg -0.001	Education, Skills	Our economy is	We have an	
Outcomes	Information And Support Is Available For Everyone.	Communities Are Protected And Supported.	Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realis 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	BO105 Our Natural	BO107 The Support	BO109			

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OBAN, LORN & THE ISLES
FQ2 2021/22 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 previous quarter's performance.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ1 2021/22	FQ2 2021/22	
	12	11	GREEN
	10	7	RED
	8	12	NO TARGET
	30	30	TOTAL

Increase from FQ1 to FQ2 due to removal of Sickness Absence Target.

OLI Area Scorecard FQ2 2021/22

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)	▪	●	42	42	19	19	Allan Brandie	FQ2 2021/22 OLI During quarter 2 there were 19 completions across all four areas. Bute and Cowal (0), Helensburgh and Lomond (0), Mid Argyll, Kintyre and Islay (0), Oban, Lorn and the Isles (r Link handed over a further 19 social rented units of the 300 units at Dunbeg due for completion this year, bringing total to date to 55 (with 36 in Q1). The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal (9), Helensburgh and Lomond (10), Oban, Lorn and the Isles (302), Mid Argyll, Kintyre and Islay (42). The annual targets for 2021/22 is 363 completions. RSLs note ongoing supply shortages in materials and labour causing some slippage with programme. FQ1 2021/22 OLI During quarter 1 there were 58 completions. Bute and Cowal (6 which included 2 wheelchair accessible units, Helensburgh and Lomond (10 units, Oban, Lorn and the Isles (r 42 units which included 2 wheelchair accessible units, Mid Argyll, Kintyre and Islay (0). The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal (9), Helensburgh and Lomond (10), Oban, Lorn and the Isles (302), Mid Argyll, Kintyre and Islay (42). The annual targets for 2021/22 is 363 completions.

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
DEG103_01 Number of new affordable homes completed per annum. (Housing Services)	▪	●	54	54	19	19	Allan Brandie	FQ2 2021/22 A&B During quarter 2 there were 19 completions across all four areas. Bute and Cowal 0, Helensburgh and Lomond 0, Mid Argyll, Kintyre and Islay 0, Oban, Lorn and the Isles r Link handed over a further 19 social rented units of the 300 units at Dunbeg due for completion this year, bringing total to date to 55 (with 36 in Q1). The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal 9, Helensburgh and Lomond 10, Oban, Lorn and the Isles 302, Mid Argyll, Kintyre and Islay 42. The annual targets for 2021/22 is 363 completions. RSLs note ongoing supply shortages in materials and labour causing some slippage with programme. FQ1 2021/22 A&B During quarter 1 there were 58 completions. Bute and Cowal 6 which included 2 wheelchair accessible units, Helensburgh and Lomond 10 units, Oban, Lorn and the Isles r 42 units which included 2 wheelchair accessible units, Mid Argyll, Kintyre and Islay 0. The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal 9, Helensburgh and Lomond 10, Oban, Lorn and the Isles 302, Mid Argyll, Kintyre and Islay 42. The annual targets for 2021/22 is 363 completions.

OLI Area Scorecard - FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
OLI N Number of parking penalty notices issued (Streetscene OL&I)						1,583	Hugh O'Neill	FQ2 2021/22 OLI Returning to normal but not as busy as pre Covid. FQ1 2021/22 OLI Visitor levels higher but not pre Covid levels. FQ2 2021/22 A&B Lomondside busy with vistors, other areas not at pre Covid levels. FQ1 2021/22 A&B Lomondside busy with victors, other areas not at pre Covid levels.

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B While FQ1 showed a significant under recovery in anticipated income, FQ2 appears to demonstrate a return to pre Covid behaviour. An element of the under recovery in FQ1 is likely due to the processes for cashless payments reaching the ledger, however, it is clear that FQ1 income was significantly impacted by on going Covid lockdown effects. Three of the four areas are showing higher than anticipated income with only B&C continuing to under recover. It should be noted, however, that a new warden is due to start in B&C in mid October which is expected to

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling total number of complaints OL&I (Street scene OL&I)	▪	›	12	7	12	6	Tom Murphy	FQ2 2021/22 OLI There were only 6 dog fouling complaints received for the FQ2 period for the OLI area, this is very good however the warden service will continue to engage with all parties to further reduce the number of complaints. FQ1 2021/22 OLI The number of dog fouling complaints for the FQ1 has halved from the last quarter, with only 7 complaints. The warden service will continue to keep a high level focus on this area and hope to further reduce the number of complaints.
Dog fouling total number of complaints A&B (Street Scene)	▪	›	78	72	78	46	Tom Murphy	FQ2 2021/22 A&B Although the number of dog fouling complaints has reduced this quarter it still remains high. The warden service will continue to engage with all parties in an attempt to explain and educate on the issues of dog fouling, however it is difficult to catch a person committing an offence as the majority of the complainants wish to remain anonymous. FQ1 2021/22 A&B The number of dog fouling complaints remains high this quarter, this is disappointing. It is hoped we will see an improvement in this next quarter as the warden service will continue to monitor this and engage with all parties in an attempt to deal with this problem. The warden service remains committed to dealing with irresponsible dog owners. The catching of a person committing an offence is very difficult and the majority of complainants either wish to remain anonymous or decline to give a statement. However, where ever possible the wardens engage with an irresponsible dog owner with the view to explain and educate on the issues caused by dog fouling.

OLIAreaScorecardFQ22021/22

Performanceelement	Status	Performance Trend	TargetFQ1	ActualFQ1	TargetFQ2	ActualFQ2	Owner	Comments
LEAMS[LocalEnvironmentAudit and ManagementSystem] OL&ILorn (CleanlinessMonitoring Systems) MONTHLYDATACOMBINEDTOSHOW QUARTERLYAVERAGE	▪	●	73	84	73	83	TomMurphy	FQ22021/22OLILorn Againthis quarter the level of street cleanlinesswithin the Lornarearemainshighwith July87, August76 and September85. FQ12021/22OLILorn TheLornareaagainthis quarter is showinga high level of street cleanlinessperformance levelsshowApril 80, May 84 and June88, this is an excellentlevel of servicethat will hopefullybe sustainedinto the next quarter.
LEAMS[LocalEnvironmentAudit and ManagementSystem] OL&IMull (CleanlinessMonitoring Systems) MONTHLYDATACOMBINEDTOSHOW QUARTERLYAVERAGE	▪	›	73	80	73	85	TomMurphy	FQ22021/22OLIMull Thestreet cleanlinessfor the 2nd quarter in Mull is very goodand eachmonth well exceedthe nationalstandardand benchmarkfigure with July86, August91 and Septermber79. FQ12021/22OLIMull Thelevel of street cleanlinesson the Isle of Mull hasstayedsteadythis month with performancefiguresof April 81, May 75 and June83, this is a goodlevel of service.
LEAMS[LocalEnvironmentAudit and ManagementSystem] Argyll and Bute monthly average(Cleanliness Monitoring Systems) MONTHLYDATACOMBINEDTOSHOW QUARTERLYAVERAGE	▪	œ	73	81	73	81	TomMurphy	FQ22021/22A&B Againthis quarter the level of street cleanlinessremainsat a very high standard.Therole of the AmenityWardenshashad a key influencearoundlittering and dog fouling to assist in maintainingthe goodlevel of performance. FQ12021/22A&B Thelevel of street cleanlinessacrossthe arearemainsat a very high standard,exceeding both the NationalStandardand BenchmarkFigure.Theserviceusesthe annualreport from KeepScotlandBeautifuland monthly inspectionsto assessthe data and make appropriatealterationsto work schedulesto ensurethat the level of performanceis maintained.

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 OLI Developing Young Workforce co-ordinators are now well established within each cluster and making contact with employers. FQ1 2021/22 OLI There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22. FQ2 2021/22 A&B The Annual Participation Measure for 2020/21 was released on 31st August 2021. In Argyll and Bute 93.5% of young people aged 16-19 were participating (in work, training or education). This figure is 1.3% above the national average 3.2% were not participating, which is equal with the national average 3.3% were unconfirmed, which is 1.3% below the national average. FQ1 2021/22 A&B The Annual Participation Measure is collated and reported on once a year,

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 OLI The turnaround time for pre applications in FQ2 fell to 54.3% closed in 20 working days. However there was a 57% increase in pre applications received when compared to the same period last year. It should be noted that the Oban, Lorne & The Isles Team operated with 1x FTE vacancy throughout FQ2. Following recent recruitment, the position has been offered to the successful candidate with an anticipated start date in November. FQ1 2021/22 OLI Performance has significantly improved in FQ1 but remains fell

OLI Area Scorecard - FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 OLI
								The average turnaround time for householder planning applications

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B The Development Management Team is seeing an uplift in demand for the service, whilst operating at reduced capacity in terms of resource - this is reflected in the performance for FQ2, which traditionally sees a higher level of annual leave taken. Following the temporary addition of a colleague to our Central Validation Team, the number of applications validated increased by 22% over the same period last year. (Demonstrating our commitment to "Grow Your Own", this succession planning for the impending retirement of a key member of the CVT has shown dividends.) When reporting against applications determined, performance in terms of timescale of delivery saw a reduction in all areas. However, this must be set against a 25% increase in volume compared to the same period last year: - Householder Applications +14% - Local (excl HH) Applications +13% - Other* Applications +85%

OLI Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 OLI Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised

OLI Area Scorecard FQ2 2021/22

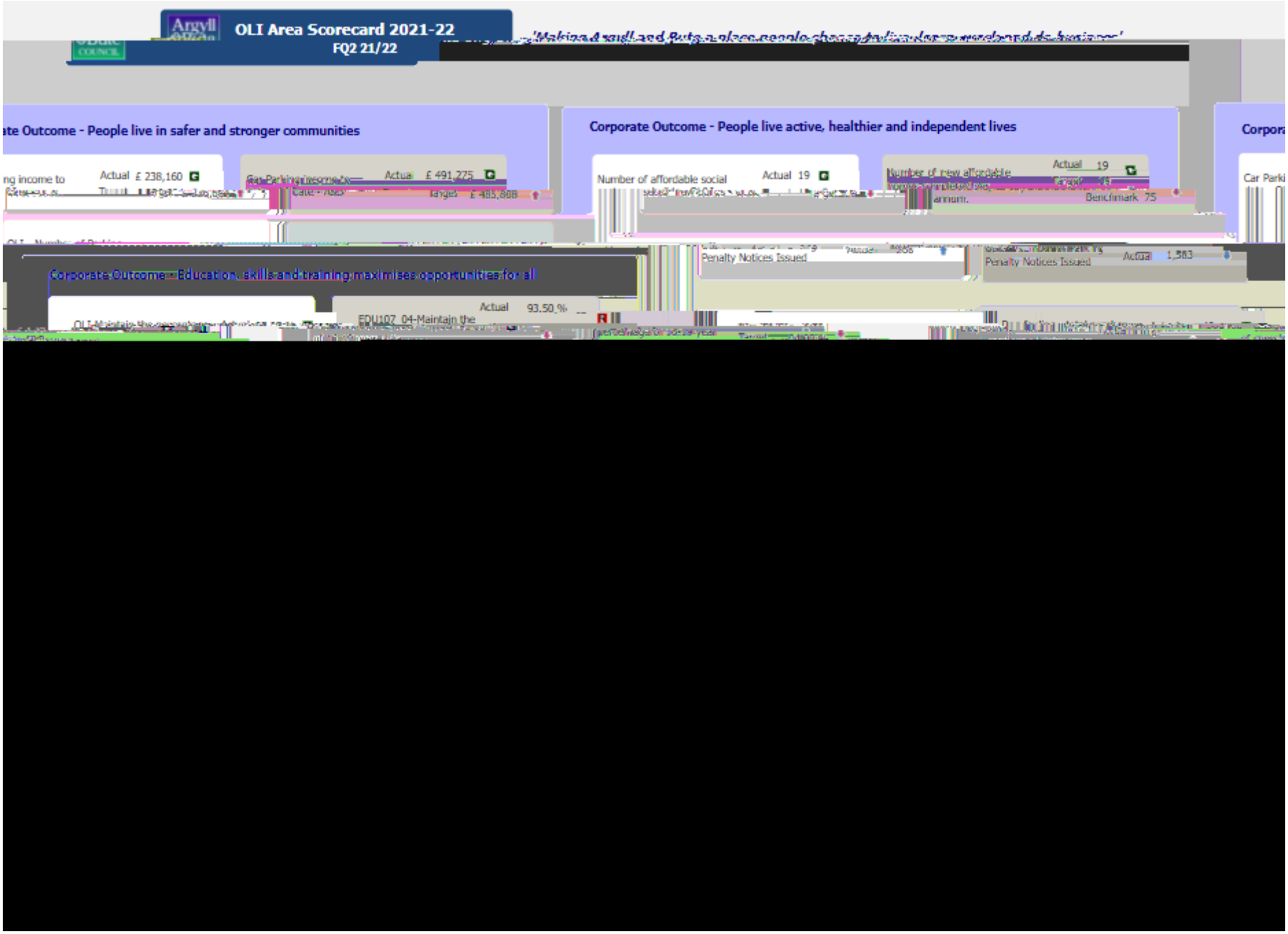
Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS113_05 The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting Maintenance)	▪	●	75%	46%	75%	31%	Hugh O'Neill	FQ2 2021/22 A&B Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months. FQ1 2021/22 A&B Whilst the performance in FQ1 is an improvement from FQ4 the service acknowledges that performance is still below target and is continuing to work with the action plan that was implemented to improve performance. The service has introduced a Street Lighting Service Disruption page onto our Website and identified an issue with the Asset Management system (LMS) which does not automatically provide updates to customers reporting faults on our street lighting Network. We have been working with staff in the contact centre and RIS Administration to pick up updates from LMS and add these to Oracle to ensure better updates are being received. The team are holding regular Network and Operational Meetings to provide staff with support and highlight areas for improvement, this is being managed with a set of actions in the improvement plan. The team have now recruited an electrician in the Helensburgh area which should improve repair timescales.

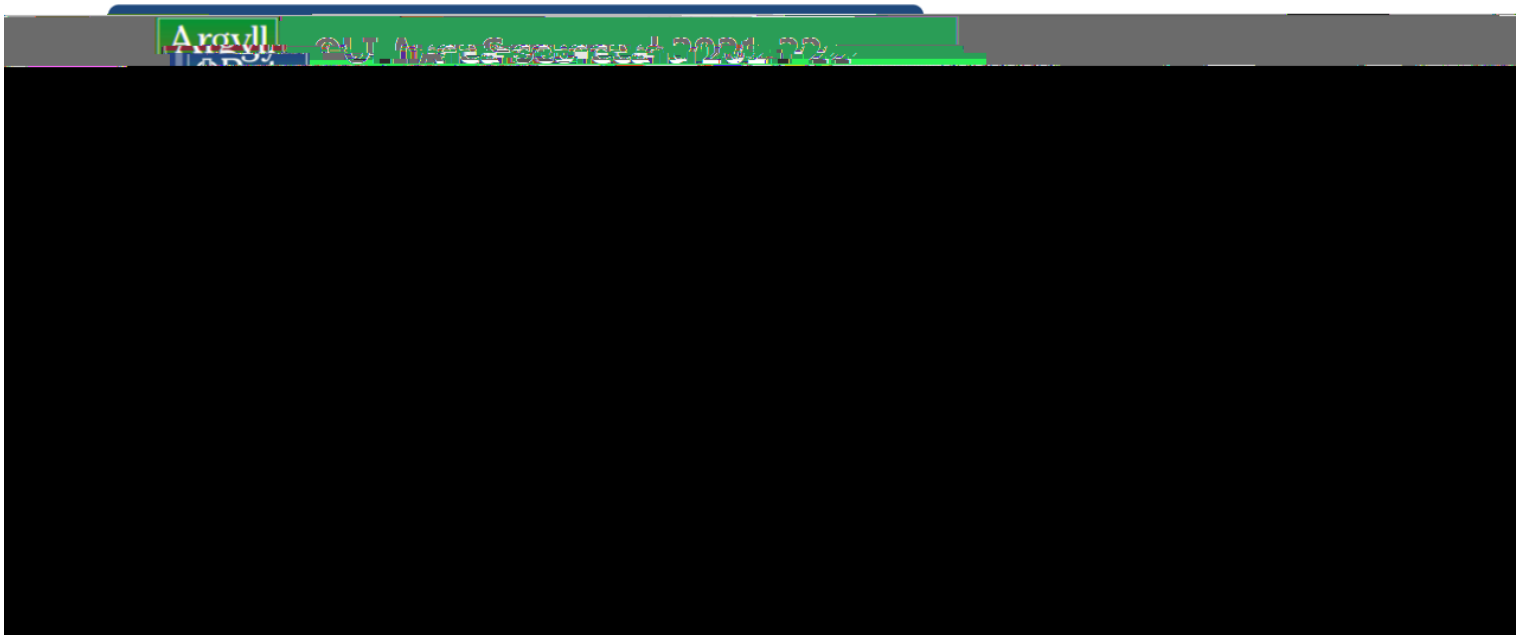
OLIArea ScorecardFQ22021/22

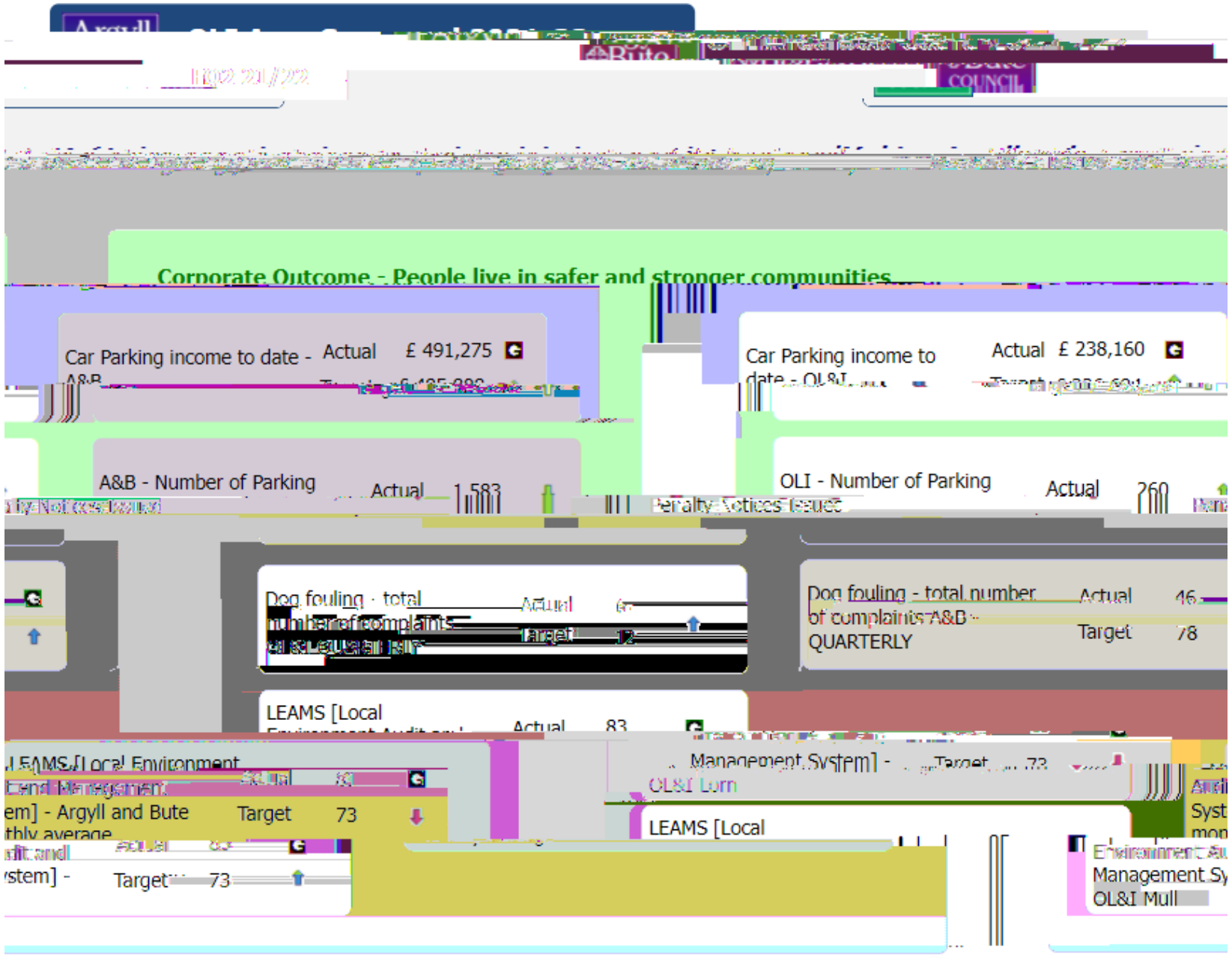
Performanceelement	Status	Performance Trend	TargetFQ1	ActuaFQ1	TargeFQ2	ActuaFQ2	Owner	Comments
								FQ22021/22 OLILorn Againthis month there

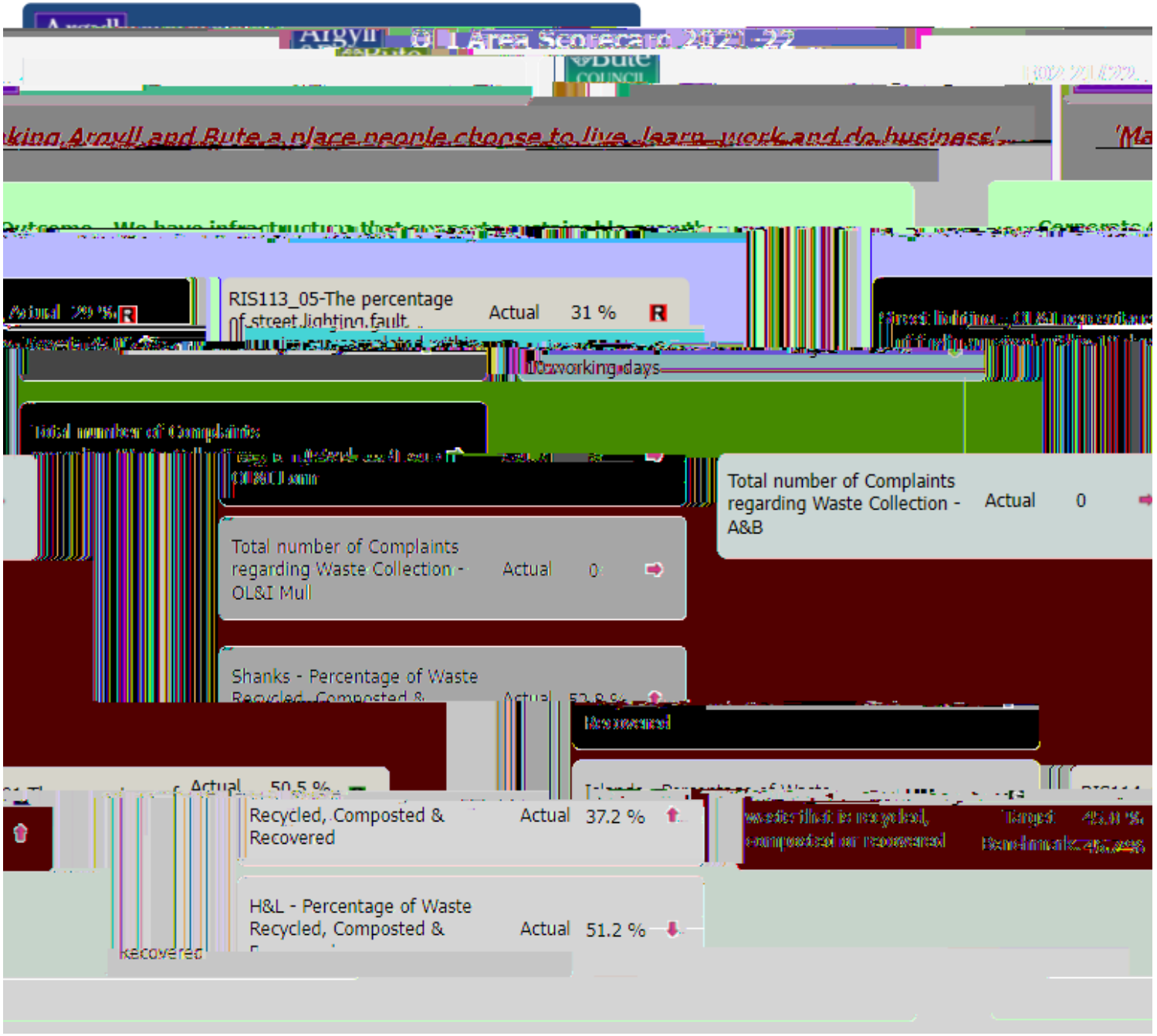
OLI Area Scorecard - FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual


OLI Area Scorecard 2021-22
FQ2 21/22
Corporate Outcome - People live in safer and stronger communities
Actual £ 238,160
Actual £ 491,275
Target £ 485,808
Corporate Outcome - People live active, healthier and independent lives
Number of affordable social
Actual 19
Actual 19
Benchmark 75
Penalty Notices Issued
Penalty Notices Issued
Actual 1,583
Corporate Outcome - Education, skills and training maximises opportunities for all
Actual 93.50 %
EDU107_04-Maintain the


Argyll


Corporate Outcome - People live in safer and stronger communities
Car Parking income to date - Actual £ 491,275
Car Parking income to Actual £ 238,160
A&B - Number of Parking Actual 1,583
OLI - Number of Parking Actual 260
Dog fouling - total Actual
Target 12
Dog fouling - total number of complaints A&B QUARTERLY Actual 46
Target 78
LEAMS [Local Actual 83
Target 73
Management System] - Target
OL&I Lorn
LEAMS [Local
Management Sy
OL&I Mull


Area Scorecard 2021 -22
RIS113_05-The percentage of street lighting fault
Actual 31 %
working days
Total number of Complaints regarding Waste Collection - A&B
Actual 0
Total number of Complaints regarding Waste Collection - OL&I Mull
Actual 0
Shanks - Percentage of Waste
Recycled, Composted &
Recovered
Actual 37.2 %
H&L - Percentage of Waste
Recycled, Composted &
Recovered
Actual 51.2 %

ARGYLL AND BUTE COUNCIL	HELENSBURGH AND LOMOND AREA COMMITTEE
CUSTOMER SUPPORT SERVICES	17 DECEMBER 2021

AREA SCORECARD FQ2 2021/22

1 Background

1.1 This paper presents the Area Report for Financial Quarter 2 2021/22 (July-September 2021) 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 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.

1.4 A short key to symbols / layout is attached. (Appendix 1).

1.5 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 –

a) Notes and considers the performance and supporting commentary as presented.
b) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
c) 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	None. If requested the Area Committee Performance Report can be supplied in a different format.
3.5.2	Socio-economic Duty	None
3.5.3	Islands	None
3.6	Risk	None
3.7	Customer Service	None

Kirsty Flanagan, Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

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

Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ2 2021/22 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

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 D Business		Getting It Right
Corporate Outcomes	People live active healthier and	People will live in safer and stronger	Children and youngpe vg -0.001	Education, Skills	Our economy is	We have an	
Outcomes	Information And Support Is Available For Everyone.	Communities Are Protected And Supported.	Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realis 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	BO105 Our Natural	BO107 The Support	BO109			

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H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B During quarter 2 there were 19 completions across all four areas. Bute and Cowal 0, Helensburgh and Lomond 0, Mid Argyll, Kintyre and Islay 0, Oban, Lorn and the Isles r Link handed over a further 19 social rented units of the 300 units at Dunbeg due for completion this year, bringing total to date to 55 (with 36 in Q1). The annual Strategic Housing investment Plan (SHIP) targets are: Bute and Cowal 9, Helensburgh and Lomond 10, Oban, Lorn and the Isles 302, Mid Argyll, Kintyre and Islay 42. The annual targets for 2021/22 is 363 completions. RSLs note ongoing supply shortages in materials 30 Bute, Oban, Lorn and Isles the 300 quarter s 302, Argyll, Kintyre À 0 r Q1 annual

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
A&B Number of parking penalty notices issued (Street Scene)		●	No Target	1,915	No Target	1,583	Hugh O'Neill	FQ2 2021/22 H&L Luss village signage/lines still causing issues FQ1 2021/22 H&L Glen Loin 1 car park now no longer leased by ABC Luss village lack of signs and lines causing visitors to park in area by mistake. Lomondside very busy. FQ2 2021/22 A&B Lomondside busy with vistors, other areas not at pre Covid levels. FQ1 2021/22 A&B Lomondside busy with visitors, other areas not at pre Covid levels.

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints H&L (Street scene H&L)			12	14	12	9	Tom Murphy	FQ2 2021/22 H&L The number of dog fouling complaints has halved this quarter, with only 9 received. The warden service continues to engage with all parties in an attempt to advise and educate on the issues of dog fouling. FQ1 2021/22 H&L The number of dog fouling complaints for the FQ1 has halved since the last quarter with a total of 14 complaints for the months of April, May and June. The warden service have engaged with relevant partners and complainers in an attempt to gain the necessary support and evidence to report those responsible. Wardens continue to patrol hot spot areas offering advise, warnings and fixed penalties where appropriate.
Dog fouling - total number of complaints A&B (Street Scene)			78	72	78	46	Tom Murphy	FQ2 2021/22 A&B Although the number of dog fouling complaints has reduced this quarter it still remains high. The warden service will continue to engage with all parties in an attempt to explain and educate on the issues of dog fouling, however it is difficult to catch a person committing an offence as the majority of the complainants wish to remain anonymous. FQ1 2021/22 A&B The number of dog fouling complaints remains high this quarter, this is disappointing. It is hoped we will see an improvement in this next quarter as the warden service will continue to monitor this and engage with all parties in an attempt to deal with this problem. The warden service remains committed to dealing with irresponsible dog owners. The catching of a person committing an offence is very difficult and the majority of complainants either wish to remain anonymous or decline to give a statement. However, where ever possible the wardens engage with an irresponsible dog owner with the view to explain and educate on the issues caused by dog fouling.

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 H&L The standard

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 H&L Developing Young Workforce co ordinators are now well established within each cluster and making contact with employers. FQ1 2021/22 H&L There has been a slight decrease between FQ4 2020/21 and FQ1 2021/22. FQ2 2021/22 A&B The Annual Participation Measure for 2020 21 was released on 31st August 2021. In Argyll and Bute 93.5% of you.224 0 TD .0014 3.5%0 TDed

H&L Area Scorecard FQ2 2021/22

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%	51.5%	75.0%	87.5%	Peter Bain	FQ2 2021/22 H&L With a turnaround rate of 87.5% pre-application enquiries within 20 working days, the team has achieved its best result in 2 years. FQ1 2021/22 H&L During FQ1 performance in the Helensburgh and Lomond area team continued to be affected by the backlog of work arising from Covid and settling in of a new staff member. It is anticipated that there should be signs of improvement during FQ2.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)		●	75.0%	66.7%	75.0%	65.5%	Peter Bain	FQ2 2021/22 A&B The Development Management Team is seeing an uplift in demand for the service, whilst operating at reduced capacity in terms of resource - this is reflected in the performance for FQ2, which traditionally sees a higher level of annual leave taken. 65.5% of pre-application enquiries were turned around in 20 working days, against a target of 75% The volume of enquiries has increased by over a third since the same period last year. During FQ2, a new Planning Officer joined the team in Mid Argyll, but the Oban team continued to operate throughout the whole period with a vacant post. The position has been offered to the successful candidate with an anticipated start date in November. This will bring the team up to the minimum resource level required to operate the service for the first time in over a year. FQ1 2021/22 A&B FQ1 has seen a slight downturn on FQ4 but still slightly below target as the team prioritises the processing of planning applications during the Covid pandemic; performance has also been impacted during FQ1 by two vacancies, and long term absence.

H&L Area Scorecard - FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 H&L Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 180 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which means that we have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying fault cause. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team have been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas sub contractors may well be utilised to enable the current lighting backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months. FQ1 2021/22 A&B Whilst the performance in FQ1 is an improvement from FQ4 the service acknowledges that performance is still below target and is continuing to work with the action plan that c t

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H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2021/22 A&B 50.5% recycling, composting

H&L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
					No Target	0.89 days	Simon Easton	FQ2 2021/22 H&L H&L Teacher Sickness Absence levels have fallen in this quarter against last which is usual due to Q2 being the summer holiday period. It is slightly lower than the same quarter last year which is significantly different to the trend we are seeing with LGE staff where is is higher. FQ1 2021/22 H&L Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year. FQ2 2021/22 A&B Overall Teacher sickness absence levels have fallen from quarter one t this is a seasonal trend connected to the summer holiday period. Absence levels are also very slightly lower than the same quarter last year whereas LGE absence levels are significantly higher. FQ1 2021/22 A&B Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year. FQ2 2021/22 H&L Sickness absence levels fall during Q2 due to it being the summer holiday period and H&L has followed this trend. Number of work days lost has almost doubled against the same period last year but this was the period in which the first lockdown fell where there was a reduction in absence due to shielders, service shutdowns, working from home and social distancing. FQ1 2021/22 H&L Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year. FQ2 2021/22 A&B Overall LGE sickness absence levels have fallen in this quarter which is in line with seasonal trends as this is the summer holiday period. The sickness absence levels have increased on the same period last year by almost a day and a third. The same period last year was just as we were emerging out of lockdown which had seen much lower levels of absence. FQ1 2021/22 A&B Last year absence levels were unusually low due to the pandemic and therefore an increase was expected in comparison with the same quarter last year.