

AREA SCORECARD FQ3 2020/21

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 3 2020/21 (October-December 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 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

3.4	HR	None
3.5	Fairer Scotland Duty	No impact asse

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)

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

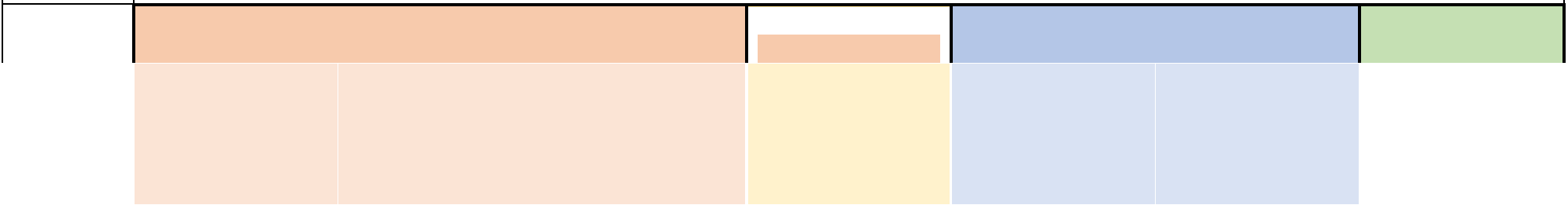
GREY SUCCESS MEASURE

- 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

ONTARIO (W) 23 (H) 4 0 x 0 00Hsaot[Tf saot[Tf sv)7 (am)BtpBDC 40SS M t0Hsaot[0





GREEN
RED
NO TARGET
TOTAL

Total reduced by 2 as HMIE positive evaluations no longer included.

B&C Area Scorecard FQ3 2020/21



to get back on track. Unfortunately, the latest lockdown measures may have further implications for delivery of the programme in the next quarter and is likely to affect the annual output targets for 2020/21, as anticipated.

FQ2 2020/21 B&C
28 units

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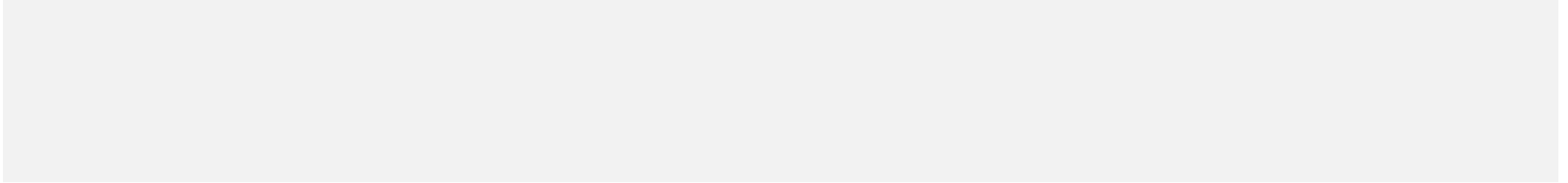
Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Corporate Outcome No.2 People live in safer and stronger communities								
B&C Number of Parking Penalty Notices Issued (Streetscene B&C)			No Target	50	No Target	27	Hugh O'Neill	FQ3 2020/21 B&C Free parking in all charging Pay and Display car parks in run up to Christmas. 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.
								FQ2 2020/21 B&C No patrols Covid.
A&B Number of Parking Penalty Notices Issued (StreetScene)			No Target	2,761	No Target	1,121	Hugh O'Neill	FQ3 2020/21 A&B In general, car parks very quiet compared to other years (especially in Oban) with the exception of Luss car park and Arrochar car parks.
								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.

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
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FQ3 2020/21 B&C

The on going impact of COVID 19 and its associated restrictions has resulted in a significant under recovery of the parking income budget. The national restrictions on movement have directly impacted of COVID (significant) Tj/TT51Tf4.14310TD0003Tj/TT61Tf.22610



B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
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FQ3 2020/21 B&C

The number of dog fouling complaints in Bute and Cowal for the FQ3 period remains the same as FQ2 at 20 complaints. The Warden Service will continue with their efforts to deal with this issue.

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.

FQ3 2020/21 A&B

Unfortunately the number of dog fouling complaints has remained high at complaints for the months of October, November and December, with the MAKI area doubling the number of complaints from the last quarter. Thasfouling complaints w

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
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FQ3 2020/21 B&C

Figure for this quarter is below the Argyll and Bute average but slightly above the national average.
Annual data.

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.

FQ3 2020/21 A&B

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 that the figures for MAKI, H&L and OLI areas for this quarter are above both the Argyll and Bute average and the national average. Bute and Cowal figures reflect a challenging period

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
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FQ3 2020/21 B&C

Target achieved (84.2%) for the third consecutive quarter.

FQ2 2020/21 B&C

Target achieved (96.2%) for the second consecutive quarter.

FQ3 2020/21 A&B

At 64.3% this measure dipped below target in FQ3 as the team prioritises the processing of Planning Applications during the COVID pandemic.

FQ2 2020/21 A&B

Above target for the second consecutive quarter at 78.6%.

FQ3 20/21 B&C

Target achieved at 7.9 weeks.

Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods.

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
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FQ3 2020/21 A&B

The team are working through the backlog of planning applications caused by the extreme changes to working practices earlier in the year, with 27% more determined when compared to FQ2, 55% more than FQ1. Set against this backdrop,

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
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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

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
								<p>FQ3 2020/21 B&C Bute</p> <p>There were no waste collection complaints received for the Isle of Bute during the FQ3 period. This is an excellent level of service given the number of both domestic and commercial properties on the Island.</p> <p>FQ2 2020/21 B&C Bute</p> <p>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.</p> <p>FQ3 2020/21 B&C Cowal</p> <p>There was only 1 refuse collection complaint received for the Cowal area in FQ3. Given the number of domestic and commercial properties this is an excellent level of service.</p> <p>FQ2 2020/21 B&C Cowal</p> <p>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.</p> <p>FQ3 2020/21 A&B</p> <p>The number of waste collection complaints has reduced again this quarter, with only 3 complaints being received for the whole of the district. Given the inclement weather, breakdowns and the number of properties serviced this is excellent. While carrying out these duties safe working practices relating to Covid 19 remain in place.</p> <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</p>

Ea&hv&w

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
RIS114_01 The percentage of waste that is recycled, composted or recovered (Waste Management Performance)			45.0%	46.6%	45.0%	47.7%	John Blake	FQ3 2020/21 A&B Recycling in FQ3 is closer to normal levels and indicates a quicker bounce back than was anticipated. Year to date recycling and recovery however is below 45% target as Council kerbside recycling was suspended during the early months of the Pandemic.
								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.
Shanks Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)			No Target	47.6%	No Target	47.5%	John Blake	FQ3 2020/21 Waste PPP Area 47.5% recycling, composting and recovery (31.1% recycling/composting plus 16.4% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 45.9% recycling and recovery (22.8% recycling/composting plus 23.1% recovery).
								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 .
Islands Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)			No Target	32.1%	No Target	44.6%	John Blake	FQ3 2020/21 Islands 44.6% recycling and recovery (40.8% recycling/composting plus 3.8% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 33.0% recycling and recovery (30.3% recycling/composting plus 2.7% recovery).
								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.
H&L Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)			No Target	48.8%	No Target	49.2%	John Blake	FQ3 2020/21 H&L 49.2% recycling,composting and recovery (40.9% recycling/composting plus 8.3% recovery). Recycling returning to more normal levels after several services suspended during early months of Pandemic. Year to date 42.4% recycling and recovery (32.8% recycling/composting plus 9.6% recovery).
								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.

B&C Area Scorecard FQ3 2020/21

Performance element	Status	Performance Trend	Target FQ2	Actual FQ2	Target FQ3	Actual FQ3	Owner	Comments
Making It Happen								
B&C Teacher Absence (Education Other Attendance)			1.50 Days	0.59 Days	1.50 Days	1.55 Days	Simon Easton	FQ3 2020/21 B&C Days lost has significantly increased on the last quarter. this follows the usual trend as the schools return. Days lost are significantly lower than the same quarter last year. There are no significant trends in terms of reason for absence or duration.
								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
A&B Teacher Absence (HR1 Sickness absence ABC)			1.50 Days	0.92 Days	1.50 Days	1.52 Days	Simon Easton	FQ3 2020/21 A&B Days lost has increased in Q3 against Q2 as schools return. Days lost is lower than the same quarter last year. Mental Health remains the reason for most days lost.
								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.
B&C LGE Only (HR1 Sickness absence ABC)			2.36 Days	2.26 Days	2.36 Days	3.71 Days	Carolyn McAlpine	FQ3 2020/21 B&C Days lost has increased on the last quarter which follows the same seasonal trend. There has been a slight decrease on the same quarter last year. Mental Health accounts for the largest number of work days lost. There has been a notable increase in days lost to musculoskeletal problems.
								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.
A&B LGE Staff Summary Combined Office & Non Office (HR1 Sickness absence ABC)			2.36 Days	2.29 Days	2.36 Days	2.94 Days	Carolyn McAlpine	FQ3 2020/21 A&B Days lost has increased in this quarter against last which follows usual seasonal trend. Days lost is lower than the same quarter last year. Mental Health remains the reason for the most work days lost.
								FQ2 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.

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

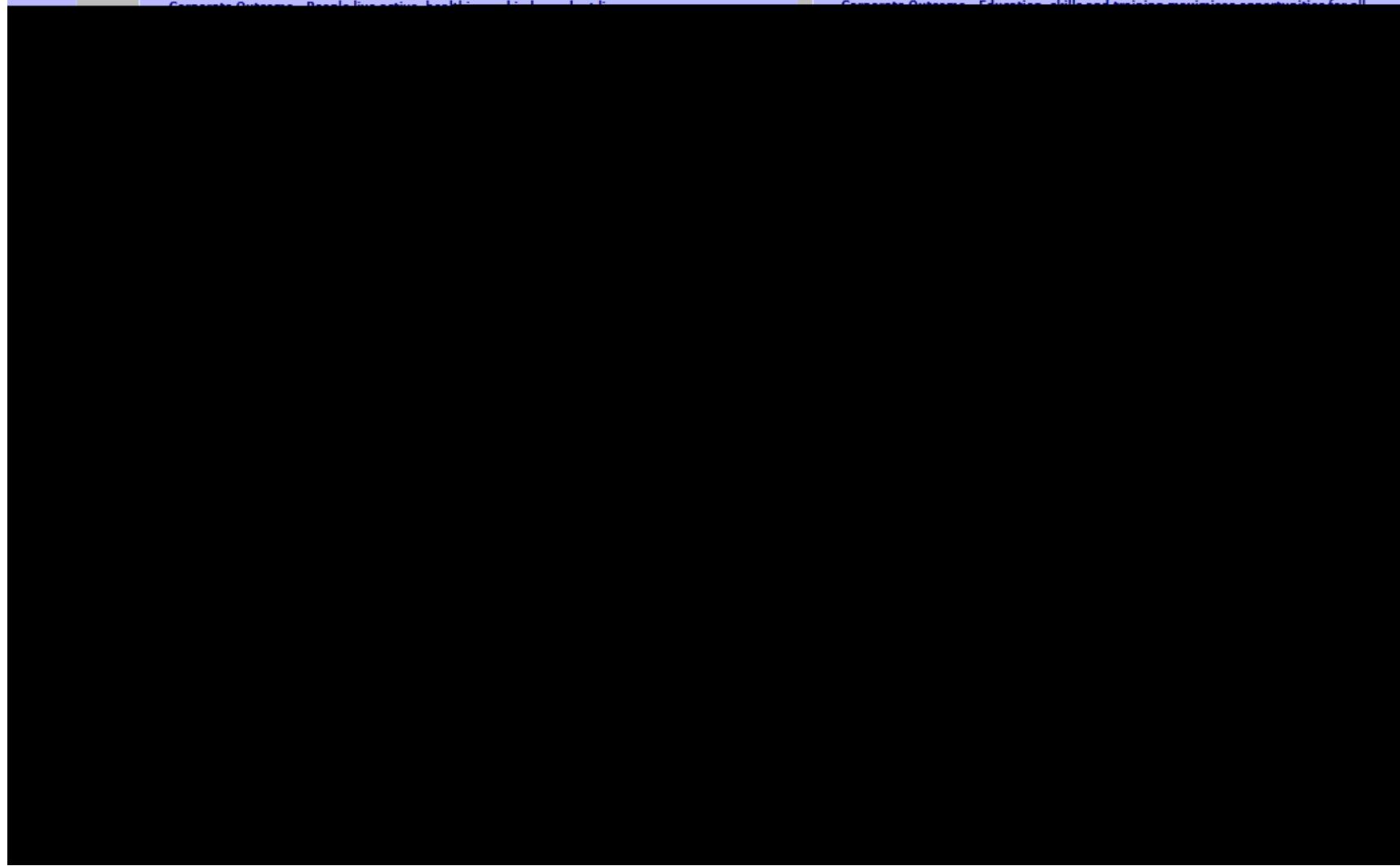


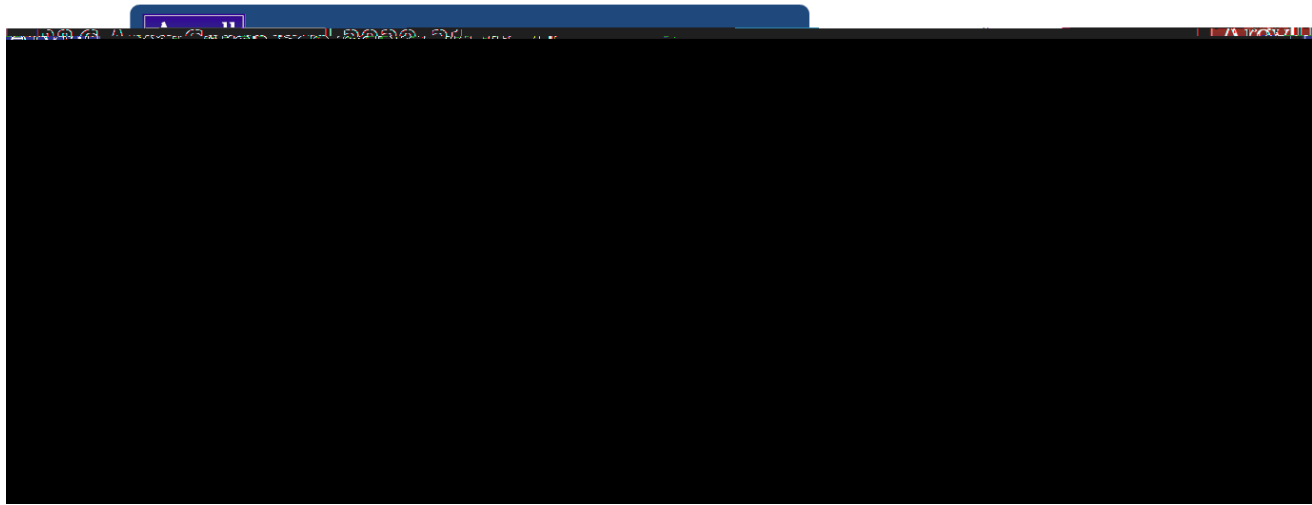
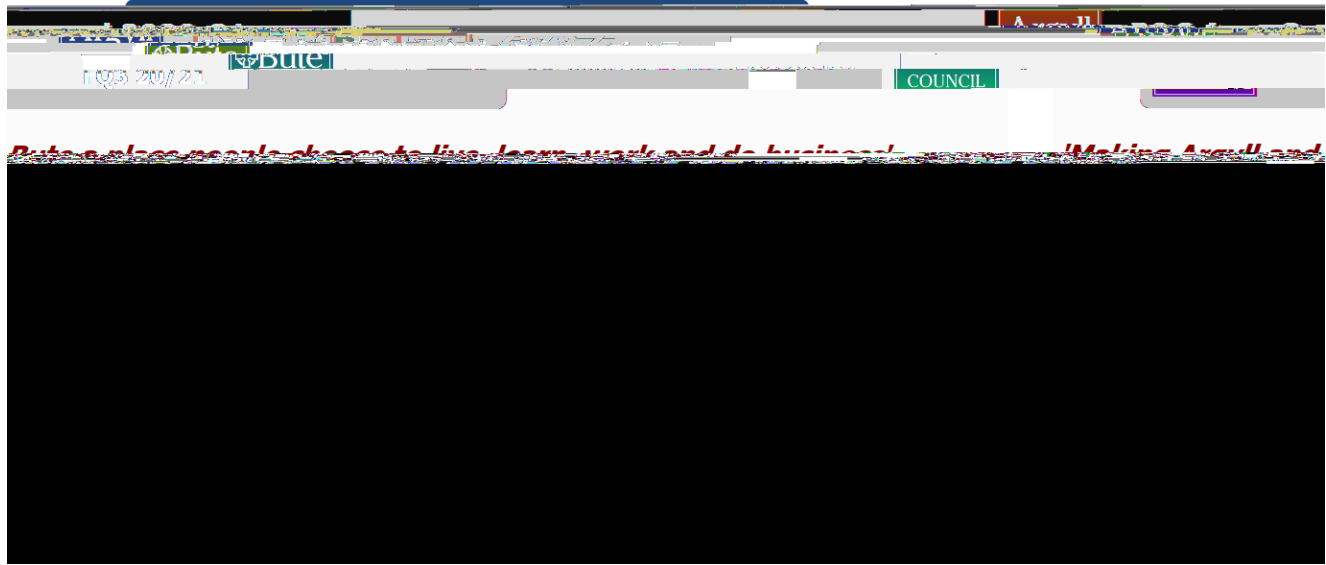
18307 Argyll and Bute Council 2010/2011



Corporate Outcome - People live active, healthy and independent lives

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







Argyll B&C Area Scorecard 2020-21



safer and stronger communities

Corporate Outcome - People live in

Car Parking income to date - A&B
Actual £ 28,396 R

Car Parking income to date - A&B
Actual £ 457,678 R
Target £ 819,549 ↑

Actual 62

Dog fouling - total number

Actual 20

Audit and Management System] - B&C Bute
Actual 83

Audit and Management System] - Argyll and Bute
Actual 80

Audit and Management System] - B&C Cowal
Actual 77

A&B - Number of Dog Fouling

B&C - Number of Dog Fouling

Monthly Net Fees Issued

Aroyll B&C Area Scorecard 2020-21

COUNCIL

COUNCIL

EQ3 20/21

Complaints regarding Waste Collection - Actual 0

Total number of Complaints regarding Waste Collection - Actual 3

Total number of Complaints regarding Waste Collection

Complaints regarding Waste Collection - Actual 1

Total number of Complaints regarding Waste Collection B&C Cowal

Percentage of Waste Recycled, Compacted or Recovered - Actual 47.5 %

RIS114_01-The percentage of waste that is recycled, compacted or recovered - Actual 47.7 % Target 45.0 %

Shanks - Percentage of Waste Recycled, Compacted or Recovered

Islands - Percentage of Waste Recycled, Compacted or Recovered

H&L - Percentage of Waste Recycled, Compacted or Recovered - Actual 40.2 %

RIS113_05-The percentage of street lighting faults - Actual 14 %

Street lighting - B&C - Actual 16.9 %

