

**AREA SCORECARD FQ1 2021/22**

---

**1 Background**

- 1.1 This paper presents the Area Report for Financial Quarter 1 2021/22 (April-June 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 At the previous Area Committee meeting concern was raised over the current reporting method for dog fouling. To help highlight the efforts from both officers and members of the public, alternative reporting options have been discussed and explored.

It is felt that the current data collection and reporting methods should remain the same but going forward ensure that the supporting commentary is enhanced to help put the data into context.

- 1.4 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.
- 1.5 A short key to symbols / layout is attached. (Appendix 1).
- 1.6 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) Agrees to the proposed presentation of dog fouling data commentary as detailed at 1.3.
  - b) Notes and considers the performance and supporting commentary as presented.
  - c) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.

- d) 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 3.5.1	Fairer Scotland Duty	No impact assessment required for this report.

## 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

uilt on a growing population

o Live, Learn, Work and do Business

rgyll

A Place people choose to Work and  
Business

Getting It Right

maximise

thriving

BO101We Ensure

BO104Our

BO106



,~> OE ^ }OE OE &Yí îîîîîî

W OE({}OEu v o u v š		W OE({}OE u y d CEP š &Yö	š μ o &Yö	d CEP š &Yí	š μ o	&Yí	KÁv OE	}uu v š•
<p>'îîîîîîrEpu OE }( v Á (({}OE Z}u • }u%o š %o OE v v μu.X ^ OEÁ] ••</p>		<p>o ~,}μ•}vP</p>	<p>îî</p>	<p>îî</p>	<p>ñö</p>	<p>ñö</p>	<p>oo v</p>	<p>&amp;Yí îîîîîî ~  μCE]vP (μ CE š OE í šZ OE Á OE ñö }u%ÁZ]šZ}v}Xoμš îv }  ÁZ o Z ]OE ••] o μv]š• , o v• μCEPZ vU &gt;})CE}w vr íšZuv]•  r ôi μv]š• ÁZ] Z ]v oμ í ÁZ o Z ]CE o o X•&lt;] v š Q OE ] š•vD}•o  dZ v v μ o ^ š OE š P] , }μ•}vP ]vÁ •š u W š W š o v v ~ ^ , / Á v e š OE P  , o v• μCEPZ v &gt;}u}v r îî K v U &gt;}CE v CEP Ç so Z o U /•o}v š Ç OE î D  /•o Ç r ôi dZ v v μ o š CEP š• ({}OE îîîîîî ]• îöî }u%o o š}v</p> <hr/> <p>&amp;Yö îîîîîî ~  dZ ]u%o š }( }Á] rCE o š OE •š OE ] š ](v š OE v Á} vor•] š u \$Á }CE ] }w  š OE v•%o }CE š U v }v•š OE ]v š• }v •μ%o%o o Ç ]% %o v P P Á v }OE š Z Ç  u }CE ]š Ç }( ^ , / W %o CE )i š•X μCE]vP Z v š OE }ZÁ ]OE %o îä š v ]š  ÁZ] Z Á OE v]š ]v oμ ]v Yí W Ç OE u ] }é]P]vCE ]OE u• Zuvš}Á C  : v μ CE Ç íí v Z Á šZ OE ({}OE v ]v oμ v š•}v CE }ö X š }CE š }v P  P š ] }v š OE ] μ š μ v ({}CE š μ v š o Ç U š•Z Z o š Z š o μ CE \$ Z v CE  ]u%o ] š}v• ({}OE o ]Á CE Ç )( šZ %o CE }P v CE μ u a ] μ š %o Z š š (CE P  ({}OE îîîîîî U Á]šZ }u%o o š}v• μ ]v Y ö Z•o }% %o ]v W ]v š μ îöîí  š CEP š )( íî }u%o o š}v• šZ OE ({}OE Z• OE ]š Á ]šZ }Z ö Ç ä ö š  ]v š}š o ]v P o ]Á CE X , }Á Á CE U š Z• μ i }š %o }é ]i CES š  •]Pv]([ v š ]v]š] o %o Z • )( v Á μ ]o Á Z ]v Z š Á ]o o %o CE }o v D Ç  šZ OE μ š}v ]v }μ š %o μ š• ]v îîîîîî X }μ %o o š}v}Á p CE ]v P îî  μ v]š• , o v• μCEPZ v &gt;}u}v t i μ v]š• î K μ v]š• &gt;D ]E v CEP Ç•o o U  &lt;]v š Ç OE v /•o Ç t i μ v]š• X</p>

,~> Œ ^ }Œ Œ &Yí îîîîîî

W Œ({Œu v o u v š		W Œ({Œu y ŒP š &Yð	Œ Œ({Œu y ŒP š &Yð	Œ Œ({Œu y ŒP š &Yð	Œ Œ({Œu y ŒP š &Yð	Œ Œ({Œu y ŒP š &Yð	Œ Œ({Œu y ŒP š &Yð	Œ Œ({Œu y ŒP š &Yð
}Œ%}Œ š Kµš }u E}Xî r W }%o o]Ä Œv]š](•Œ v •šŒ}vP Œ }uu								
,~> r Eµu Œ } ( W ŒI]vP W v ošÇ ) E}š] • /••µ ~^šŒ š• v ,~>•			E} d ŒP š	óíí	E} d ŒP š		íUòíí	&Yí îîîîîî ,~> 'o v >}]v í Œ W ŒI v}Á v} o}vP Œ ∞ • } ( Œ]PvX vµ•o]Ä]o µ•]vP Á]•]š}Œ• š} % ŒI]v Œ Ç uŒ•% I X >}u}v •] Á ,µPZ K-E ]oo &Yð îîîîîî ,~> s]•]š}Œ• Œ ]Ä]vP W E• •%]š }Ä] Œ •šŒ] š]}v•X
~ r Eµu Œ } ( W ŒI]vP W v ošÇ ) E}š] • /••µ ~^šŒ š^ v •			E} d ŒP š	òòí	E} d ŒP š		íUòíñ	&Yí îîîîîî ~ >}u}v •] µ•Ç Á]šZ À]•]š}Œ•U }šZ Œo•Œ • v}š š %Œ r } &Y•PZiKHE ]oo Œ (µ]š ]v P v Œ o Á]šZ šZ Æ %š]š}Œ(• Á]Œ v ]P v}ŒZ ]Ä] Œ •šŒ] š]}v• š} Ä]•]šX

,~> OE ^ }OE OE &Yí îîîîîî

W OE ( ) OE u v o u v š		W OE ( ) OE u y d CEP š	&Yð	š μ o &Yð	d CEP š &Yí	š μ o	&Yí KÁv OE }uu v š•
OE W OE ]vP ]v }u š } ~^š OE š• v ,~>•	š r ,~> •	-îîóUôôô	-îóîUîîî	-îîóUôôô	-îîóUôôô	μPZ	&Yí îîîîîî,~> ^}u ]v }u OE ]vP (OE)u OE % Çu v š } š•Z•š } OE o š } š o o ló } Z } Á Á OE U š Z • Á } v [š } μ v š } ( ) OE ] μ P š % OE & Y í • μ š OE š Z % Çu v š• OE š l v Ç š Z } OE % OE š Ç } v v u OE v š } š o Ç š } • š Z • X K ( ( ) OE ) • OE Á š } v • OE š Z š Á } š Z } v μ • Ç OE š } Z š Z v š } μ Z } Á Á OE U š Z • Á } v [š } μ v š } ( ) OE ] μ P Z } • μ • ] OE } v • μ v v Ç Ç • X
OE OE } Z OE > μ • • U > } u } v D ] š o v ^ š OE š U , o v • μ CEP Z W ] OE U , o v • μ CEP Z		-îîUîóô -îîUôîî -îîUôîî -îîUôîî	/v }u }oo š Z &YX	-îîUôôî -îîUôîî -îîUôîî -îîUôîî			&Yð îîîîîî,~> o š Z } μ P Z š Z OE Z • v • o ] P Z š } v OE ] v P ] w š } Z u OE Á d Å ) &Yð U š Z } v r P ] ] v P ] u % š } ( } Á ] v v • ] š • • OE ] • μ š } OE v • š OE } v š } v μ š } } v } ( • ] P v } ( ) v š μ v OE OE v } } Á OE μ } ( P š Z X OE % O
OE W OE ]vP ]v }u š } ~^š OE š ^ v •	š r ~ •	-îîUîîîUîóô	-îîUîîîUîóô	-îîUîîîUîóô	-îîUîîîUîóô	-îîUîîîUîóô	&Yí îîîîîî ~ tZ ] o &Yí ] • • Z } Á ] v P v μ v OE OE } Á OE Ç } } - š i Z š i š Z U CE ] š • ] š } } v o OE % Çu v š• u } μ v š } v P š } μ ó X U š i Z X ó ñ OE ] • v P % Çu v š• OE u š Z OE ] μ P Z š Z } OE % v OE š Ç } v v u OE š Z ó Ç š • • ] • V š Z } • • u v U Z } Á Á OE U š Z š š Z o ] v } š i Z } ( OE ) u Z š Z o ( μ OE š OE ] • % ] ] v š Z ( ) o } Á ] v P ( ] v ] v P ] š Z } μ U OE š Z OE X š } š μ v OE OE } Á OE Ç ( ) OE &Yí Á Z ] Z u Ç Á ] ] OE % • š OE ] ( š Z v • ) ] v š Z • š OE š } ( š Z } • ( ] v v ] o Ç OE X d Z OE ) o • } ( Á v š ] ] v • % OE v ~ t , μ P Z • K • E • ] OE u ] v ( μ ] š U Á v Á ] š Z } v X š Z > ( OE OE OE ) Z • OE > μ • • OE μ • Ç u } • š } ( š Z š ] u X , o v • μ OE R Z r μ v ] Á OE ) OE • Ç v μ • Ç š Á l v • U ( μ ] š } š Z OE Á ] • K > / r K • X ] • μ • Ç š š Z
							&Yð îîîîîî ~ o š Z } μ P Z š Z OE Z • v • o ] P Z š } v OE ] v P ] w š } Z u OE Á d Å ) &Yð U š Z } v r P ] ] v P ] u % š } ( } Á ] v v • ] š • • OE ] • μ š } OE v • š OE } v š } v μ š } } v } ( • ] P v } ( ) v š μ v OE OE v } } Á OE μ } ( P š Z X OE % O



,~> Œ ^ }Œ Œ &Yí îîîîîîî

W Œ {}Œ u v o u v š ^š šµ•



,~> Œ ^ }Œ Œ &Yí îîîîîî

W Œ {}Œ u v o u v š W Œ {}Œ u y Œ P š &Yđ š μ o &Yđ d Œ P š &Yí š μ o &Yí KÁv Œ }uu v š•

,~> Œ ^ }Œ Œ &Yí îîîîîî

W Œ {}Œ u v o u v š	W Œ {}Œ u y Œ P š &Yđ	š μ o &Yđ	d Œ P š &Yí	š μ o	&Yí	K Á v Œ	} u u v š •
---------------------	-----------------------	-----------	-------------	-------	-----	---------	-------------

&Yí îîîîîî ,~>

μŒ]vP &Yí %o Œ {}Œ u v ]v šZ , o v • μŒPZ]v v >š}u}v Œ  
 (( š Ç šZ lo}P }( Á}Œ l Œ ]•]vP]v(Œ {} u v }Ä]•š v((• š š o  
 u u Œ X /š ]• v š ] %o š š Z š š Z Œ u Z)š μ o Œ ]v P P &Y í X ] u %

&Yđ îîîîîî ,~>

W Œ {}Œ u v ]v šZ , o v • μŒPZ v >}u}MP v]Œ v š u Z • •



,~> Œ ^ }Œ Œ &Yí îîîîîî

W Œ {}Œ u v o u v š	W Œ {}Œ u y Œ P š &Yö	š µ o &Yö	d Œ P š &Yí	š µ o	&Yí	K Á v Œ	} u u v š •
---------------------	-----------------------	-----------	-------------	-------	-----	---------	-------------

&Yí îîîîîî ~  
 tZ]o•š šZ % Œ {}Œ u v ]v &Yí ]• v ]u%Œ Œ } Á u l w š Á (Œ ) R & Y  
 šZ š % Œ {}Œ u v ]• •š]o o } Á š Œ P Á š š Z v š š • } š } ] w µ o P v  
 Á • ]u% o u v š š } ]u% Œ } Á % Œ {}Œ u v X dZ • Œ Á ] Z

,~> Œ ^ }Œ Œ &Yí îîîîîî

W Œ {}Œ u v o u v š	W Œ {}Œ u y Œ P š &Yð	š μ o &Yð	d Œ P š &Yí	š μ o	&Yí	KÁ v Œ	}uu v š •
---------------------	-----------------------	-----------	-------------	-------	-----	--------	-----------

&Yí îîîîîî ,~>  
 dZ Œ Á Œ v } Á • š }oo š }v }u%o ](Œ Œ Œ o v }Á μ Œ P Z • v  
 >}u}v X dZ]• ]• Æ oo v š P]Á v š Z o ]Œ P v v μ u Œ ](o)š Z  
 %o Œ }%o Œ š ] • • Œ À ] X

&Yð îîîîîî ,~>  
 &}Œ š Z &Yð %o Œ ]} š Z Œ Á Œ }v o Œ • Œ Á • š } (o)Œ š Z v  
 , o v • μ Œ P Z v >}u}v Œ X ' ]Á v š Z o Œ Œ Z v μ u • š ] } (v%o  
 }uu Œ ] o • Œ À ] v š Z o • } š Z Œ Œ P Œ } ( Œ Œ ) ] u P v ] Œ  
 Á • š U Œ Œ o o Á • š U P o • • Œ Œ Œ ] v μ Œ š Z ] • ( ] } Á • Æ Œ  
 • Œ À ] X

&Yí îîîîîî ~  
 dZ Œ Á Œ v } Á • š }oo š }v }u%o ]v š • Œ ]Á ]v Œ o





,~> Œ ^ }Œ Œ &Yí îîîîîî

W Œ {}Œ u v o u v š		W Œ {}Œ u y Œ P š &Yð	š μ o &Yð	d Œ P š &Yí	š μ o	&Yí	K Á v Œ	} u u v š •
D l]vP /š , %o%o v								
,~> d Z Œ • v ~ μ š}}v KšZ Œ šš v v •		ixñi Ç•	ixñi Ç•	ixñi Ç•	ixðð Ç•			&Yí îîîîîî ,~> > •š Ç Œ • v o À o• Á Œ μνμ•μ ooQv ošZ Œ (\$ŒšZ v % ]v Œ • Á • Æ% š ]v }u% Œ}]•}v ÁÇšZŒšZ • u <μ Œš Ç &Yð îîîîîî ,~> d Z Œ • v ]•]Pv]([ všoÇ o)Á Œ š Œ Á šZ •vu Ášy•% Ç• o}•š šÁ v •Z}Œš v o}vP š Œ u X
~ d Z Œ • v ~,Zí r ^] lv •• • • v •		ixñi Ç•	ixñi Ç•	ixñi Ç•	ixið Ç•	^]u		&Yí îîîîîî ~ > •š Ç Œ • v o À o• Á Œ μνμ•μ ooQv ošZ Œ (\$ŒšZ v % ]v Œ • Á • Æ% š ]v }u% Œ}]•}v ÁÇšZŒšZ • u <μ Œš Ç &Yð îîîîîî ~ d Z Œ • v Z • Œ μ •]Pv]([ vš)Ç % Œ}]•}v ÁÇšZŒšZ • u <μ Œš Ç <μ Œš Œ o •š Ç Œ X
,~> >' KvoÇ ~,Zí r ^] lv •• • v • •		ixið Ç•	ixðñ Ç•	ixÇð Ç•	ðXið Ç•	Œ		&Yí îîîîîî ,~> > •š Ç Œ • v o À o• Á Œ μνμ•μ ooQv ošZ Œ (\$ŒšZ v % ]v Œ • Á • Æ% š ]v }u% Œ}]•}v ÁÇšZŒšZ • u <μ Œš Ç &Yð îîîîîî ,~> >' • v Z • ]v Œ • •o]PZšoÇ }v šŒ X •>]vP μš Œ Œ su Œ • o v • š }μvš• {}Œ }μ o šZ vμ Œ }{ Á}Œ Á]šÇ•}Z}Œ š]vš Œ Œ u X Œ ]• šZ ]PP •š Œ •}v {}Œ Á}Œ Œ Ç• o}•š X
~ >' ^š (( ^μuu ŒÇ r }u ]v K([ ~ E)v K([ ~,Zí r ^] lv •• • • v •		ixið Ç•	ixðñ Ç•	ixið Ç•	ixii Ç•			&Yí îîîîîî ~ > •š Ç Œ • v o À o• Á Œ μνμ•μ ooQv ošZ Œ (\$ŒšZ v % ]v Œ • Á • Æ% š ]v }u% Œ}]•}v ÁÇšZŒšZ • u <μ Œš Ç Œ}oÇv D o%]v &Yð îîîîîî ~ t}Œ Œ Ç• o}•š šZ]• <μ Œš Œ Œ u ]v • šZ ]μ Œ š Œ Œ š • š Çv š