

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 response to queries is provided. To improve the response to 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

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	Climate Change	None
3.7	Risk	None
3.8	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

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

#### TREND ARROW

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

#### NAME IN BRACKETS (StreetScene)

- x 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

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

#### WHITE SUCCESS MEASURE

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

### ON GRAPHS IN PYRAMID

#### GREEN

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

#### RED

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

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



GREEN  
 RED  
 NO TARGET  
 TOTAL

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

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  
 During quarter 2 there were 19 completions across all four areas. Bute and Cowal 0,

H&L Area Scorecard FQ22021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								<p>FQ22021/22 H&amp;L Luss/villagesignage/lines still causing issues</p> <p>FQ12021/22 H&amp;L Glen Loin 1 car park now no longer leased by ABC Luss/village lack of signs and lines causing visitor to park in area by mistake. Lomondside very busy.</p> <p>FQ22021/22 A&amp;B Lomondside busy with visitors, other areas not at pre Covid levels.</p> <p>FQ12021/22 A&amp;B Lomondside busy with visitors, other areas not at pre Covid levels.</p> <p>FQ22021/22 H&amp;L Income in H&amp;L has improved over FQ2; income is now higher than anticipated. This is likely due to the popularity of destinations such as Luss and Arrochar and their proximity to the central belt.</p> <p>FQ12021/22 H&amp;L 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).</p>

## H&amp;L Area Scorecard FQ2 2021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								<p>FQ2 2021/22 H&amp;L</p> <p>The number of dog fouling complaints has halved this quarter, with only 9 received. The wardens service continues to engage with all parties in an attempt to advise and educate on the issues of dog fouling.</p>
								<p>FQ1 2021/22 H&amp;L</p> <p>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 wardens 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 advice, warnings and fixed penalties where appropriate.</p>

## H&amp;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 coordinators 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 3<sup>rd</sup> August 2021. In Argyll and Bute 93.5% of young people aged 16-19 were participating (in



H&L Area Scorecard FQ22021/22

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

FQ22021/22 H&L

With a turnaround rate of 87.5% pre application enquiries within 20 working days, the team has

## H&amp;L Area Scorecard FQ22021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								<p>FQ22021/22 H&amp;L</p> <p>The average turnaround time for household planning applications was 9.7 weeks, however this figure is impacted by a single application which took six months to determine. Volume of applications has increased by 32% on the same period last year.</p> <p>FQ12021/22 H&amp;L</p> <p>Performance in FQ1 improved to 8.7 weeks when compared to FQ4 at 9.0 weeks, in what are difficult operational circumstances.</p> <p>FQ22021/22 A&amp;B</p> <p>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: Household Applications +14% r Local (excl HH) Applications</p>

H&L Area Scorecard FQ22021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
some lighting	attending	0 TD 73	0 TD 73	0 TD 73	0 TD 73	0 TD 73	0 TD 73	<p>FQ22021/22 H&amp;L</p> <p>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 cable faults reported we have 14 faults reported. This number could increase following further attendance on site when fault diagnostic work is carried out. To identify the underlying fault causes we have been able to work with the team including currently the 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 Monday and 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 performance targets</p> <p>some backlog to resolved. 0 TD 73</p>

## H&amp;L Area Scorecard FQ22021/22

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of complaints regarding waste collection H&L (Street scene H&L)		oe	No Target	0	No Target	0	Tom Murphy	FQ22021/22 H&L Again this quarter there were no waste collection complaints received for the Helensburgh and Lomond area, excellent service given the number of properties serviced.
								FQ12021/22 H&L There were no waste collection complaints received this quarter for Helensburgh and Lomond. This is excellent given the large number of both domestic and commercial properties serviced.
Total number of complaints regarding waste collection A&B (Street Scene)		oe	No Target	0	No Target	0	Tom Murphy	FQ22021/22 A&B Again this quarter there were no waste collection complaints received in relation to the service. This is an excellent level of service given the number of properties serviced.
								FQ12021/22 A&B There were no waste collection complaints received in relation to the service across the whole of the district for the FQ1 period. This is an excellent level of service given the number of properties serviced. While carrying out these duties safe working practices relating to Covid remain in place.

H&LArea



## H&amp;L Area Scorecard FQ2 2021/22

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