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The information presented is a summary of the measures in the Scorecard that are available on Pyramid.

Unless stated otherwise, performance is presented at both Area and Council-wide levels.

The measures show the performance against target for the current and previous three reporting periods with an explanation of performance trend.

The data table for each indicator is colour coded to identify the level of reporting:

Area level measures are blue.

Council level measures are grey.

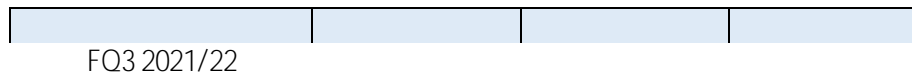
Corporate Outcome Indicators (COIs) are white.

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

FQ3 2021/22	95.3%	130.0%	
FQ4 2021/22	95.3%	120.7%	
FQ1 2022/23	95.3%	87.5%	
FQ2 2022/23	95.3%	115.1%	

This indicator for FQ2 is above target and performance has in

This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.



FQ3 2021/22	No target	769	No target
FQ4 2021/22	No target	760	No target
FQ1 2022/23	No target	1,411	No target
FQ2 2022/23	No target	1,303	No target

The indicator for FQ2 shows the number of parking penalty notices has decreased slightly since the last reporting period.

Parking Charge Notices broadly on par to previous year. Luss remains a focus point with assistance from wardens from other areas.

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FQ3 2021/22	No target	973	No target
FQ4 2021/22	No target	1,188	No target
FQ1 2022/23	No target	2,043	No target
FQ2 2022/23	No target	2,124	No target

This indicator for FQ2 shows the number of parking penalty notices has increased slightly since the last reporting period. [Parking Charge Notices hws hf .13 196 Tm0 gc0 0 05 168.95 Tm\(T\)21\(h\)-6\(i\)-358>](#)

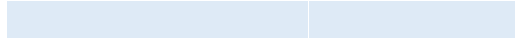
This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

FQ3 2021/22	5.00%	-0.62%	
FQ4 2021/22	5.00%	-4.00%	
FQ1 2022/23	5.00%	3.77%	
FQ2 2022/23	5.00%	0.98%	

This indicator for FQ2 is below target and performance has improved since the last reporting period.

The food cost percentage for the whole area showed a variance of 0.98%. We will continue to review the food cost percentage for those schools above and below the 5% variance target.

Responsible person: Jayne Jones



FQ3 2021/22	75.0%	70.0%	
FQ4 2021/22	75.0%	41.4%	
FQ1 2022/23	75.0%	45.5%	
FQ2 2022/23	75.0%	36.8%	

This indicator for FQ2 is below target and performance has decreased since the last reporting period.

The Team continues to work at a reduced capacity with 1 FTE vacant statutory functions remain the priority and as a result Pre-application performance has been impacted, H&L pre-app figure this quarter is 36.8%
 Responsible person: Peter Bain



This indicator is a Corporate Outcome Indicator that is reported quarterly. The performance presented is Council-wide only.

FQ3 2021/22	20.0%	39.4%	
FQ4 2021/22	20.0%		

columns, cabling and control gear generally. The completion of the LED project in 2022/23, delayed due to Covid, will further reduce faults due to luminaire failures and it is anticipated that the Street lighting Capital replacement programme 22/23 will start to address the underlying issue of ageing asset. It may however, take several years of further investment before this has an appreciable effect on the frequency of reactive repair requests.

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FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	29	No target
FQ1 2022/23	No target	32	No target
FQ2 2022/23	No target	33	No target

This indicator for FQ2 shows the number of waste collection complaints has increased slightly since the last reporting period.

There were 33 refuse collection complaints received for the Helensburgh and Lomond area for the second quarter. This could be down to operational and staffing issues and it is hoped this will improve next quarter, however given the number of properties serviced in this area this is still a good level of service.

Responsible person: Tom Murphy

FQ3 2021/22	No target	0	No target
FQ4 2021/22	No target	40	

Performance is presented by Council-wide service provision.

FQ3 2021/22	45.0%	50.6%	
FQ4 2021/22	45.0%	48.3%	
FQ1 2022/23	45.0%	52.1%	
FQ2 2022/23	45.0%	50.5%	

This indicator for FQ2 is above target however, performance has decreased since the last reporting period.

50.5% recycling/composting and recovery (37.9% recycling/composting and 12.6% recovery). Following a Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), Barr Environmental no longer carry out any recovery from mixed general waste delivered to them from the Helensburgh and Lomond area. There is no recovery tonnage therefore for the H&L area during the quarter which has resulted in a slight reduction to the overall figure.

Responsible person: John Blake

Performance is presented by Council-wide service provision.

FQ3 2021/22	No target	53.1%	No target
FQ4 2021/22	No target	49.7%	No target

41.0% recycling/composting and recovery (41.0% recycling/composting and 0% recovery). Following a Scottish Government Landfill Tax Abatement Order (which commenced from 1st July 2022), Barr Environmental no longer carry out any recovery from mixed general waste delivered to them from Helensburgh and Lomond area. There is no recovery tonnage for the H&L area during the quarter which has resulted in a reduction to the overall recovery figure. Year to date figures for H&L are 46.1% recycling/composting and recovery (41.9% recycling/composting and 4.2% recovery).
Responsible person: John Blake

FQ3 2021/22	73	86	
FQ4 2021/22	73	56	
FQ1 2022/23	73	86	
FQ2 2022/23	73	87	

This indicator for FQ2 is above target and performance has improved slightly since the last reporting period.

The level of street cleanliness for this quarter remains high for the Helensburgh and Lomond area, with scores of 86 for July, 87 for August and 88 for September.

This is a very good performance

Responsible person: Tom Murphy

FQ3 2021/22	73	78	
FQ4 2021/22			

FQ3 2021/22	No target	1.31 days	No target
FQ4 2021/22	No target	1.71 days	No target
FQ1 2022/23 FQ2 2022/23	No target	1.81 days	No target

