
ARGYLL AND BUTE COUNCIL

HELENSBURGH AND
LOMOND AREA COMMITTEE

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All Areas

FQ3 2022/23 Overall Performance Summary

Corporate Outcome No.1 – People live active, healthier and independent lives

COI – Percentage of clients satisfied that they are better able to deal with their financial problems following our support and intervention

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

Reporting Period	Target	Actual	Status
FQ4 2021/22	100%	100%	Green
FQ1 2022/23	100%	100%	Green
FQ2 2022/23	100%	100%	Green
FQ3 2022/23	100%	100%	Green

This indicator for FQ3 has met the target with no change in performance since the last reporting period.

FQ3 Comment

All of the clients provided with a Personal Debt Recovery Action Plan were satisfied. Out of 11 surveys issued 11 were returned showing 100% of clients satisfied. 4 of the 11 survey returns had comments showing their appreciation of the service and how it had helped them.

Responsible person: Lee Roberts

Corporate Outcome No.2 – People live in safer and stronger communities

Number of parking penalty notices issued – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
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	
FQ3 2022/23	No target	779	No target	

The indicator for FQ3 shows the number of parking penalty notices has decreased significantly since the last reporting period.

FQ3 Comment

Helensburgh Pier car park has no restrictions at this time. Free parking at Christmas time extended from two weeks to 16 days.

Responsible person: Hugh O'Neill

Number of parking penalty notices issued – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	1,188	No target	

Corporate Outcome No.2 – People live in safer and stronger communities

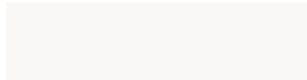
Car parking income to date – Helensburgh and Lomond

Performance is presented cumulatively for both Area and Council

Car parking income to date – Area and Base

Performance is presented cumulatively for both Area and Council-wide levels.

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Corporate Outcome No.2 – People live in safer and stronger communities

Dog fouling – total number of complaints – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	18	No target	
FQ1 2022/23	No target	13	No target	
FQ2 2022/23	No target	7	No target	
FQ3 2022/23	No target	7	No target	

This indicator for FQ3 shows the number of dog fouling complaints has remained the same since the last reporting period.

FQ3 Comment

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Corporate Outcome No.3 – Children and young people have the best possible start

Corporate Outcome No.4 – Education, skills and training maximises opportunities for all

Maximise the percentage of 16-19 years olds participating in education, training or employment – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	94.00%	92.79%	Red	
FQ1 2022/23	94.00%	92.88%	Red	
FQ2 2022/23	94.00%	95.48%	Green	
FQ3 2022/23	94.00%	93.76%	Red	

This indicator for FQ3 is below target and performance has decreased since the last reporting period.

FQ3 Comment

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Corporate Outcome No.5 – Our economy is diverse and thriving

Number of affordable social sector new builds completed per annum – Helensburgh and Lomond

Reporting Period	Target	Actual	Status
FQ4 2021/22	0	0	Green
FQ1 2022/23	0	0	Green
FQ2 2022/23	0	0	Green
FQ3 2022/23	0	0	Green

This indicator for FQ3 shows the number of completions has remained the same since the last reporting period.

FQ3 Comment

No units were scheduled for completion in FQ3.

Responsible person: Allan Brandie

Number of affordable social sector new builds completed per annum – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	45	45	Green	

Oban, Lorn and The Isles – Link Group Development at Dunbeg:

Corporate Outcome No.5 – Our economy is diverse and thriving

Percentage of pre-planning application enquiries processed within 20 working days – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75.0%	41.4%	Red	
FQ1 2022/23	75.0%	45.5%	Red	
FQ2 2022/23	75.0%	36.8%	Red	
FQ3 2022/23	75.0%	45.5%	Red	

This indicator for FQ3 is below target however performance has improved since the last reporting period.

FQ3 Comment

The team processed 45.5% of pre-applications enquiries within 20 working days against a target of 75%. That said, resource was diverted to an extremely high number (64) of Telecommunication Notifications [TELNOT] requiring processing by this team. As this application type is not reportable in Scottish Government performance statistics, it is not recorded in Pyramid despite being an ad hoc resource intensive activity.

Responsible person: Peter Bain

Percentage of pre-

Corporate Outcome No.5 – Our economy is diverse and thriving

Householder planning applications – average number of weeks to determine – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	8.0 weeks	17.1 weeks	Red	
FQ1 2022/23	8.0 weeks	9.8 weeks	Red	
FQ2 2022/23	8.0 weeks	14.8 weeks	Red	
FQ3 2022/23	8.0 weeks	12.7 weeks	Red	

This indicator for FQ3 has not met the target however performance has improved since the last reporting period.

FQ3 Comment

This measure only relates to planning applications received for alterations to existing premises.

A disappointing average turnaround time of 12.7 weeks was posted by this team in FQ3, though it is an improvement on the previous FQ (14.8 weeks). Three applications took around six months to determine. That said, resource was diverted to an extremely high number (64) of Telecommunication Notifications [TELNOT] requiring processing by this team – these were applications which required to be responded to within a 28 day period and took priority and was resource intensive. As this application type is not reportable in Scottish Government performance statistics, it is not recorded in Pyramid despite being a drain on resource. Responsible person: Peter Bain

Householder planning applications – average number of weeks to determine – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	8.0 weeks	13.8 weeks	Red	
FQ1 2022/23	8.0 weeks	12.4 weeks	Red	
FQ2 2022/23	8.0 weeks	13.1 weeks	Red	
FQ3 2022/23	8.0 weeks	12.0 weeks	Red	

This indicator for FQ3 has not met the target however performance has improved since the last reporting period.

Corporate Outcome No.5 – Our economy is diverse and thriving

COI – The number of new homeless applicants who required temporary accommodation this period

Corporate Outcome No.5 – Our economy is diverse and thriving

COI – Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal

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

Reporting Period	Target	Actual
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Corporate Outcome No.5 – Our economy is diverse and thriving

COI – Increase the number of community benefits that are delivered through contracts we award locally

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

Reporting Period	Target	Actual	Status
FQ4 2021/22	No target	40	No target
FQ1 2022/23	No target	-	No target

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

Street lighting – percentage of faults repaired within 10 days – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
F	75%	12%	Red	

The percentage of street lighting faults are completed within 10 working days – Argyll and Bute

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	75%	28%	Red	
FQ1 2022/23	75%	29%	Red	
FQ2 2022/23	75%	48%	Red	
FQ3 2022/23	75%	30%	Red	

This indicator for FQ3 is below target and performance has decreased significantly since the last reporting period.

FQ3 Comment

We provide a network of almost 15,000 streetlights across the Council area which is maintained by a team of 3 full time electricians and 1 apprentice electrician. In this last quarter we had 383 reported faults which means the performance in terms of the p

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

Total number of complaints regarding waste collection – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	29	No target	
FQ1 2022/23	No target	32	No target	
FQ2 2022/23	No target	33	No target	
FQ3 2022/23	No target	23	No target	

This indicator for FQ3 shows the number of waste collection complaints has decreased since the last reporting period.

FQ3 Comment

The Helensburgh/Lomond area received 23 waste collection complaints this quarter which is down on the 33 received last quarter. This is a good level of service considering there have been some operational and staffing issues.

Responsible person: Tom Murphy

Total number of complaints regarding waste collection – Argyll and Bute

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

FQ3 Comment

67.4.% recycling/composting and recovery (40.0% recycling/composting and 27.4% recovery). Recovery is higher than normal this quarter due to a trial by Renewi (formerly Shanks), who have taken some residual general waste for disposal from their Moleigh (by Oban) and Dalinlongart (by Dunoon) facilities to an energy from waste (EFW) plant near Edinburgh.

Responsible person: John Blake

Islands – Percentage of waste recycled, composted and recovered

Performance is presented by Council-wide service provision.

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	38.4%	No target	
FQ1 2022/23	No target	33.3%	No target	

H&L – Percentage of waste recycled, composted and recovered

Performance is presented by Council-wide service provision.

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	48.9%	No target	
FQ1 2022/23	No target	53.6%	No target	
FQ2 2022/23	No target	41.0%	No target	
FQ3 2022/23	No target	37.5%	No target	

This indicator for FQ3 shows the percentage of waste recycled has decreased since the last reporting period.

FQ3 Comment

37.5% recycling/composting and recovery (37.5% 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. Year to date figures for H&L are 43.5% recycling/composting and recovery (40.6% recycling/composting and 2.9% recovery).

Responsible person: John Blake

Corporate Outcome No.6

Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

Making It Happen

Teacher sickness absence – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	1.71 days	No target	
FQ1 2022/23	No target	1.81 days	No target	
FQ2 2022/23	No target	0.64 days	No target	
FQ3 2022/23	No target	1.14 days	No target	

This indicator for FQ3 shows the number of sickness absence days has

Making It Happen

LGE staff (non-teacher) sickness absence – Helensburgh and Lomond

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	No target	4.21 days	No target	

Making It Happen

COI – Increase the percentage of all self-service automated contacts

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

Reporting Period	Target	Actual	Status	Performance trend over the period
FQ4 2021/22	70.0%	73.1%	Green	
FQ1 2022/23	70.0%	79.4%	Green	
FQ2 2022/23	70.0%	75.4%	Green	
FQ3 2022/23	70.0%	72.5%	Green	

This indicator for FQ3 is above target however performance has decreased since the last reporting period.

FQ3 Comment

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