
ARGYLL AND BUTE COUNCIL

**BUTE AND COWAL AREA
COMMITTEE**

CUSTOMER SUPPORT SERVICES

5 SEPTEMBER 2023

AREA PERFORMANCE REPORT – FQ1 2023/24

1.0 BACKGROUND

- 1.1 This paper presents the Area Performance Report for Financial Quarter 1 2023/24 (April to June 2023) and illustrates the agreed performance measures.
- 1.2 The features of the Performance Report are as follows:-

Customer Support Services
01546 604454

Appendix 1: FQ1 2023/24 B&C Performance Report

Performance Reporting

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All Areas

FQ1 2023/24 Overall Performance Summary

Area	Target	Actual	Variance
3/4 A	0.00	0.00	0.00
3/4 C	0.00	0.00	0.00
3/4 P	0.00	0.00	0.00
3/4 A	0.00	0.00	0.00
3/4 C	0.00	0.00	0.00
3/4 P	0.00	0.00	0.00

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

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

Number of parking penalty notices issued –

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

Car parking income to date – Bute and Cowal

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Reporting Period	Target (Cumulative)	Actual (Cumulative)	Status
FQ2022/23	£1,604		

Car Park Location	FQ4 Actual	FQ1 Actual
B&C (Bn)	£16	£
B	£2,556	£3,741

Car parking income to date – Argyll and Bute

Argyll and Bute

Car parking

Reporting Period	Target (Cumulative)	Actual (Cumulative)	Status
FQ2022/23	£50,661	£65,678	
FQ2022/23FFQ202			

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

Dog fouling – total number of complaints – Bute and Cowal

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	10	13	Not Met	
FQ 2022/23	10	15	Not Met	
FQ2022/23	10	19	Not Met	
FQ2022/23	10	25	Not Met	
FQ2023/24	10	13	Not Met	

FQ

1

Complaints

Complaints

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

COI – Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring

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

FQ1 Comment

As of 29 June 2023, the 2021/22 ABIS is 3.9%. The 2022/23 ABIS is -19.6% and the 2023/24 ABIS is 3.75%. The 2023/24 ABIS is 0.15% higher than the 2022/23 ABIS.

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

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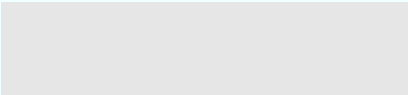
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Corporate Outcome No.5 – Our economy is diverse and thriving

Percentage of pre-planning application enquiries processed within 20 working days – Bute and Cowal

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	75.0%	75.0%	Green	
FQ2022/23	75.0%	45.5%	Red	
FQ2022/23		50.0%		

FQ1 Comment

PCD 1/11/2023

1/11/2023

1/11/2023

1/11/2023

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1/11/2023

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

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

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	8.0 <small>lv</small>	14.9 <small>lv</small>	Red	
FQ2022/23	8.0 <small>lv</small>	10.6 <small>lv</small>	Red	
FQ2022/23	8.0 <small>lv</small>	8.1 <small>lv</small>	Red	
FQ2022/23	8.0 <small>lv</small>	20.2 <small>lv</small>	Red	
FQ2023/24	8.0 <small>lv</small>	30.1 <small>lv</small>	Red	

FQ 1 a lv lv lv lv lv lv

FQ1 Comment

This measure only relates to planning applications received for

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

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



10/10/2019
10/10/2019
10/10/2019

10/10

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

Total number of complaints regarding waste collection – Argyll and Bute

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	Nil	58	Nil	
FQ2022/23	Nil	65	Nil	
FQ2022/23	Nil	35	Nil	
FQ2022/23	Nil	53	Nil	
FQ2023/24	Nil	67	Nil	

FQ1 1

8

FQ1 Comment

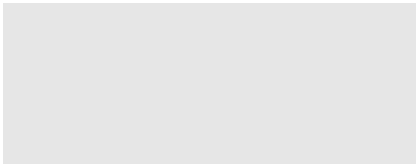
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Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

COI – Percentage of waste recycled, composted and recovered

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Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	45.0%	52.1%	Green	 <p>50.5%</p>
FQ2022/23	45.0%	50.5%	Green	
FQ2022/23	45.0%			

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

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

COI – The number of tonnes of waste sent to landfill

ESG (Sustainability)

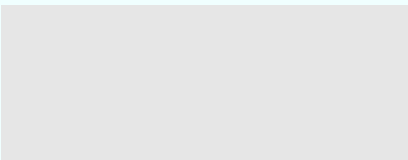
ESG (Sustainability)

ESG (Sustainability)

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	5,850	4,546	Green	

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

LEAMS (Local Environment Audit and Management System) – Bute (Monthly data combined to show quarterly average)

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	73	81	Green	
FQ2022/23	73	78	Green	
FQ2022/23	73	80	Green	
FQ2022/23	73	79	Green	
FQ2023/24	73	79	Green	

LEAMS (Local Environment Audit and Management System) – Argyll and Bute

Making It Happen

Teacher sickness absence – Bute and Cowal

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
FQ2022/23	1.0	1.97	Not Met	

Making It Happen

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

Recap