ARGYLL AND BUTE COUNCIL	BUTE AND COWAL AREA COMMITTEE
CUSTOMER SUPPORT SERVICES	1 DECEMBER 2020

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) 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 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view performance while ensuring any additional officer workload is kept to a minimum.

It is proposed that the Area Committee agree to this practice going forward.

The measure is in a consistent format for the Council and all 4 administrative areas and continues to have commentary at both Area and Council wide levels. There are no ‘trend’ arrows for the car park income as it is a cumulative total.

1.4 Also as previously agreed
level.

1.5 Regular updates for both Primary and Secondary School inspections are presented separately to the Area Committee. The measures in Pyramid and subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
B&C - Number of Parking Penalty Notices Issued (Streetscene B&C)		›	No Target	0	No Target	50	Hugh O'Neill	FQ2 2020/21 B&C No patrols - Covid. FQ1 2020/21 B&C Line painting required in Bute & Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres. Area normally covered by Wardens from other areas, in this quarter Wardens have been required in busier areas.
A&B - Number of Parking Penalty Notices Issued (StreetScene)		›	No Target	57	No Target	2,761	Hugh O'Neill	FQ1 & FQ2 2020/21 A&B During FQ1 while national travel restrictions were in place, enforcement activities were reduced significantly, effectively stood down across the Council area. The only exception to this was in H&L, which is in reasonable travel distance from the central belt. Even so, only limited enforcement was carried out in this area. Within H&L, Luss and both Arrochar off-street car parks were closed. FQ2 saw an uptick in traffic figures, with visitor numbers increasing particularly in both Luss and Arrochar. Due to the visitor number in these villages and as a result of the TTRO in place in Luss, additional resource from was directed to H&L to assist. As a result, the number of PCNs issued in H&L was up circa 380% compared to FQ2 2019/20. Although the other areas are down compared to the same quarter in 2020/21, overall PCN numbers are up.
Car Parking income to date - B&C (Streetscene B&C)	·	›	£37,869	£2,670	£94,488	£14,291	Hugh O'Neill	FQ1 & FQ2 2020/21 B&C Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. The travel restrictions would have had an impact on tourism and directly on the car parking income.
Guildford Street, Rothesay				£4		£5		
B&C				£1,999		£9,485		
Argyll Street, Dunoon				£256		£630		
Church Street, Dunoon				£0		£419		
Dunoon Pier				£32		£192		
Jane Villa, Dunoon				£27		£719		
Moir Street, Dunoon				£344		£166		
Swimming Pool, Dunoon				£8		£6		
Car Parking income to date - A&B (StreetScene)	·	›	£252,705	£43,711	£630,531	£230,268	Hugh O'Neill	FQ1 & FQ2 2020/21 A&B Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was taken to close three car parks within H&L to protect our communities. The travel restrictions would have had an impact on tourism and directly on the car parking income.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Dog fouling - total number of complaints B&C (Streetscene B&C)	.	●	27	11	27	20	Tom Murphy	FQ2 2020/21 B&C There has been a rise in the number of dog fouling complaints within the Bute and Cowal area over the FQ2 period, with 20 complaints. The Warden service will continue with their efforts to deal with this issue and will continue to engage with all partners in an attempt to deal with this problem. FQ1 2020/21 B&C There has been a significant reduction in the number of dog fouling complaints within the Bute and Cowal area over the FQ1 period, with a total of 11 complaints compared to 23 the previous period.
Dog fouling - total number of complaints A&B (StreetScene)	.	●	78	28	78	49	Tom Murphy	FQ2 2020/21 A&B Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the number of Amenity Enforcement Wardens. The service is aware of the public's perception on this. FQ1 2020/21 A&B There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.
LEAMS - B&C Bute (Cleanliness Monitoring Systems)	.	œ	73	84	73	84	Tom Murphy	FQ2 2020/21 B&C Bute The LEAMS monitoring returned in September after being suspended due to Covid-19. The street cleanliness in the Bute area is high, with a performance recording of 84. Exceeding both the National Standard of 67 and Benchmark figure of 73. FQ1 2020/21 B&C Bute Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May and June. It is hoped this will commence again in FQ2.
LEAMS - B&C Cowal (Cleanliness Monitoring Systems)	.	●	73	77	73	76	Tom Murphy	FQ2 2020/21 B&C Cowal The LEAMS recording has resumed after being suspended due to Covid-19 and the performance figure for the Cowal area is 73 matching the Benchmark Figure. FQ1 2020/21 B&C Cowal Due to Covid-19 the LEAMS reporting has been suspended for the months of April, May and June. It is hoped this will commence again in FQ2

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)		›	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure. FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Secondary School Evaluations - B&C (Authority Data)		œ	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 B&C No inspections. FQ1 2020/21 B&C No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)		œ	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 A&B No inspections. FQ1 2020/21 A&B No inspections.
B&C-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)			-	-	94.00%	92.95%	Martin Turnbull	FQ2 2020/21 B&C Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the B&C figures for this quarter are below the Argyll and Bute average but slightly above the national average. FQ1 2020/21 B&C Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)			-	-	94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3. FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

B&C Area Scorecard FQ2 2020/21

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

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Benchmarking 2020/21 This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.
								FQ1 2020/21 A&B Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - B&C percentage of faults repaired within 10 days (Street Lighting - Maintenance)		●	75%	87%	75%	48%	Hugh O'Neill	FQ2 2020/21 B&C Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. The electrician based in Dunoon for B&C and H&L also had to cover "emergency repairs" in OLI / MAKI where practicable . There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.
								FQ1 2020/21 B&C Performance figures affected by Covid - 19 shutdown during the bulk of FQ1. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)		●	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs.
								FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection - B&C Bute (Streetscene B&C)		›	No Target	4	No Target	1	Tom Murphy	FQ2 2020/21 B&C Bute There was only 1 waste collection complaint on the Isle of Bute for the FQ2 quarter. This is a very good level of service given the number of both domestic and commercial properties on the Island. FQ1 2020/21 B&C Bute There were only 4 waste collection complaints on the Isle of Bute for the FQ1 period. Given the number of both domestic and commercial properties serviced this is a very good level of service.
Total number of Complaints regarding Waste Collection - B&C Cowal (Streetscene B&C)		›	No Target	4	No Target	3	Tom Murphy	FQ2 2020/21 B&C Cowal There were only 3 waste collection complaints received in Cowal for the FQ2 period. This again is a very good level of service considering the number of domestic and commercial properties serviced. FQ1 2020/21 B&C Cowal There were only 4 complaints received in Cowal regarding waste collection in the FQ1 period. This again is a very good level of service considering the number of domestic and commercial properties serviced.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		›	No Target	25	No Target	19	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public. FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

B&C Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 A&B
								46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7%

B&C Area Scorecard FQ2 2020/21

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

experienced a dramatic drop in absence durinhoritg this period.

FQ1 2020/21 B&Cexec tosTant reduction.cal treatment

FQ1 2020/21 B&C

As a result Pf the Covid pandemic anddarksuing locking, homeworkinool closures Argyll and Bute Council experienced a significant reduction iences acrtic droerm abs ross all services.Benctolding has shown us that the majorences acrty of local authoritialso experienced a dramatic drop in absence durinhoritg this period.

FQ2 2020/21 B&C

B&C have continued to experienced a slight reduction in WDL. This is attributable to a reduction in long term absence due to medical treatment

FQ2t

FQ1 2020/21 B&C

As a result of the Covid pandemic and ensuing locking, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absences across all services.Benchmarking has shown us that the majority of local authorities have also experienced a dramatic drop in absence during this period.

FQ2t

FQ2t

ARGYLL AND BUTE COUNCIL	MID-ARGYLL , KINTYRE AND THE ISLANDS AREA COMMITTEE
CUSTOMER SUPPORT SERVICES	2 DECEMBER 2020

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) and illustrates the agreed performance indicators.

subsequently the Area Scorecard sees little or no change on a quarter to quarter basis.

It is proposed that the Area Committee agree to the removal of both these measures from the Area Scorecard and Performance Report.

1.6 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.

1.7 A short key to symbols / layout is attached. (Appendix 1).

1.8 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 notes the performance presented on the Scorecard and supporting commentary.

2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.

2.3 It is recommended that the Area Committee agree to the proposed presentation of Car Park Income.

2.4 It is recommended that the Area Committee agree to the removal of both Primary and Secondary School Inspection measures

2.5 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 MAKI Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 MAKI Scorecard

Appendix 1

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

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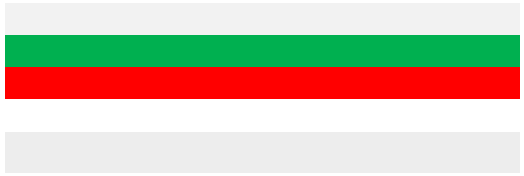
Joint Over-arching Vision	Argyll and Bute's Economic Success is built on a growing population					
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and Do Business					
	Choose Argyll, Love Argyll					
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an



GREEN
RED
NO TARGET
TOTAL

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 MAKI 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement co1st Cauw02d t 2 Lorn - West Highland92noon,ic at Bchi TDrnb 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement co1st Cauw02d t 2 Lorn - West Highland92noon,ic at Bchi TDrnb

MAKI Area Scorecard FQ2 2020/21

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

FQ2 2020/21 MAKI

The number of dog fouling complaints received for the Maki area has risen to 11 this quarter compared to only 3 in the last quarter. This is quite disappointing and could be down to the lack of warden presence in this area. This will be monitored and hopefully there will be a further reduction next quarte

FQ1 2020/21 MAKI

There were only 3 dog fouling complaints received for the MAKI area in FQ1 compared to 15 in FQ4. This is very good and it is hoped this will continue over the following months.

FQ2 2020/21 A&B

Unfortunately there has been an increase in the number of dog fouling complaints for the months of July, August and September. This is unacceptable and the service will arrange for additional patrols when resource permits. This could be due to a number of reasons, poor dog ownership or the reduction in the Number of Amenity Enforcement Wardens. The service is aware of the public's perception on this.

FQ1 2020/21 A&B

There has been a significant reduction in the number of dog fouling complaints over the whole of Argyll and Bute for the 1st Quarter. This is very encouraging and could be down to the Amenity Enforcement Wardens arranging additional patrols when resources permitted. This will continue to be monitored as the service is aware of the public's perception of this.

FQ2 2020/21 MAKI Mid Argyll

The LEAMS figure for the Mid Argyll area for September sits at 77, this is very good and exceeds bothe the National Standard and Benchmark figures. LEAMS reporting has only resumed after being suspended due to Covid 19.

FQ1 2020/21 MAKI Mid Argyll

Due to Covid-19 the LEAMS reporting has been suspended over the months of April, May Ceen a signiay Ceen a signiay Ceen a signiay

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure. FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2.
								FQ2 2020/21 MAKI No inspections. FQ1 2020/21 MAKI No inspections. FQ2 2020/21 A&B No inspections. FQ1 2020/21 A&B No inspections. FQ2 2020/21 MAKI

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)	▪	●	75.0%	81.50%	75.00%	78.60%	Peter Bain	FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%. FQ1 2020/21 A&B Above target at 81.5%.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - MAKI (Planning Applications)	▪	●	8.0 Wks	9.9 Wks	8.0 Wks	12.1 Wks	Peter Bain	Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - MAKI percentage of faults repaired within 10 days (Street Lighting - Maintenance)	▪	●	75%	50%	75%	18%	Hugh O'Neill	FQ2 2020/21 MAKI Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair. FQ1 2020/21 MAKI Performance figures affected by Covid - 19 shutdown during the bulk of FQ1. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair.Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	▪	●	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs. FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 MAKI There were only 3 waste collection complaints received for the whole of MAKI for the FQ2 period, this is a high level of service given the number of properties both domestic and commercial serviced. FQ1 2020/21 MAKI There were only 2 complaints received in the FQ1 period for the whole of the MAKI area. This is excellent service given the number of properties serviced relating to both domestic and commercial properties. FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the

MAKI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		›	45.0%	31.8%	45.0%	46.6%	John Blake	FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June. FQ1 2020/21 A&B 31.8 % recycling, composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid19 emergency
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		›	No Target	38.7%	No Target	47.6%	John Blake	FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June . FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		›	No Target	15.6%	No Target	32.1%	John Blake	FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June. FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		›	No Target	23.2%	No Target	48.8%	John Blake	FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery).Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June. FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% reycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.

ARGYLL AND BUTE COUNCIL	OBAN, LORN AND THE ISLES AREA COMMITTEE
CUSTOMER SUPPORT SERVICES	9 DECEMBER 2020

AREA SCORECARD FQ1 and FQ2 2020-21

1 Background

1.1 Due to operating impacts of Covid-19 it was agreed to defer the regular reporting of performance to the Area Committees. As the Council is now in the recovery phase this paper presents the Area Report and Scorecard for the first two Financial Quarters in 2020/21 (April-June 2020 and July-September 2020) 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 As previously agreed individual car park income will be reported to the Area Committee.

Due to the total number of car parks Council wide individual car park measures have not been built in Pyramid however, they are presented individually in the attached Performance Report.

Presenting the information in this manner enables the Area Committee to view perfo

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration to Business Outcomes to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 Word Report in pdf format
Appendix 4: FQ1 and FQ2 2020/21 OLI Scorecard

Appendix 1

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

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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					
	Choose Argyll, Love Argyll					
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No 1 - People live active, healthier and independent lives			22	0	0	28	18	Allan Brandie
Number of affordable social sector new builds - OL&I (Housing Services)		›	0	0	22	22	Allan Brandie	FQ2 2020/21 OLI 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75. FQ1 2020/21 OLI All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.
DEG103_01-Number of new affordable homes completed per annum. (Housing Services)		›	0	0	28	18	Allan Brandie	FQ2 2020/21 A&B 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - delivered the final 12 units at Glenshellach, Lorn in August; Bute & Cowal - ACHA completed 1 refurb in Dunoon, Mid Argyll - ACHA delivered 5 units at Cairnbaan. This is a remarkable achievement considering the complications and delays resulting from the Covid-19 pandemic. The annual SHIP update projects 137 completions by 31/03/21 against a target of 75. FQ1 2020/21 A&B All sites on lockdown due to Covid-19. Some units should carry over to Q2 now restrictions easing.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 OLI Oban car parks and parking spaces quieter than last year. Wardens assigned to Lomondside, particularly at weekends. FQ1 2020/21 OLI No patrols - Covid. FQ1 & FQ2 2020/21 A&B During FQ1 while 0 -1.3g14 1 n During FQ1 wlN2.1a5.3a04tic, enTD cnd

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ1 & FQ2 2020/21 A&B Joint financial quarter 1 & 2 update: Due to the impact of COVID-19 restrictions, Amenity Wardens were stood down during lockdown period. The Amenity Wardens were diverted to assist with the food delivery programme. In addition to this, a Leadership decision was

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
LEAMS - Argyll and Bute monthly average (Cleanliness Monitoring Systems)	▪	›	73	79	73	80	Tom Murphy	FQ2 2020/21 A&B Argyll and Bute Council have only just returned to LEAMS reporting in September, during the period from April to August this was stood down as a result of the measures taken by operations relating to Covid 19. Monthly inspections will now continue in conjunction with Keep Scotland Beautiful locations identified. The level of street cleanliness performance across Argyll and Bute for the month of September was at a high standard exceeding both the National Standard and Benchmark figure. FQ1 2020/21 A&B Due to Covid-19 Keep Scotland Beautiful took the decision to suspend the LEAMS reporting for the months of April, May and June. It is hoped this will re-commence in FQ2.
Corporate Outcome No.3 - Children and young people have the best possible start								
No Area Committee Measures to report on for Corporate Outcome 3.								
Corporate Outcome No.4 - Education, skills and training maximises opportunities for all								
% HMIE positive Secondary School Evaluations - OL&I (Authority Data)	▪	œ	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 OLI No inspections. FQ1 2020/21 OLI No inspections.
HMIE positive Secondary School Evaluations - A&B (Authority Data)	▪	œ	0%	0%	0%	0%	Maggie Jeffrey	FQ2 2020/21 A&B No inspections. FQ1 2020/21 A&B No inspections.
OLI-Maintain the percentage of 16-19 year olds participating in education, training or employment (Youth Services)	▪		-	-	94.00%	96.70%	Martin Turnbull	FQ2 2020/21 OLI Figure is extracted from Datahub and is collected by ABC and SDS. It contains the most current information available to us on destinations. This information is collated nationally and used to produce the Annual Participation Measure, however the APM is averaged out over a year and also contains additional information from external partners so it may differ slightly. The 2020 APM records the Argyll and Bute average participation rate as 94.1% and national participation rate as 92.1% which indicates the OLI figures for this quarter are above both the Argyll and Bute average and the national average. FQ1 2020/21 OLI Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.
EDU107_13-Maintain the percentage of 16-19 year olds in Argyll and Bute participating in education, training or employment (Youth Services)	▪		-	-	94.00%	95.2%	Martin Turnbull	FQ2 2020/21 A&B Annual measure reporting in FQ3. FQ1 2020/21 A&B Due to Covid this wasn't run. 2019/20 Argyll and Bute wide was 93.1%.

OLI Area Scorecard FQ2 2020/21

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 ‘lockdown’ period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the ‘lockdown’ period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at ‘normal’ volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of ‘lockdown’ and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence. As a consequence, the implications of the ‘lockdown’ period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the ‘normal’ capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Benchmarking 2020/21 This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.
								FQ1 2020/21 A&B Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Corporate Outcome No.6 - We have infrastructure that supports sustainable growth								
Street lighting - OL&I percentage of faults repaired within 10 days (Street Lighting - Maintenance)	▪	›	75%	15%	75%	20%	Hugh O'Neill	FQ2 2020/21 OLI Performance figures affected by the legacy of Covid - 19 shutdown. Resumption of activities in June / July was further disrupted due to sickness absence of, one of two Street Lighting Electricians. There is still a further issue related to mis-allocation of "dark lamps" when requests of service are entered from the public , as gernerally the faults are related to power supply or defective cabling which requires additional support from contractors and PU suppliers to rectify . This takes longer than the 10 day target for a purely "dark lamp" repair. FQ1 2020/21 OLI Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount.
RIS113_05-The percentage of street lighting fault repairs are completed within 10 working days (Street Lighting - Maintenance)	▪	•	75%	72%	75%	29%	Hugh O'Neill	FQ2 2020/21 A&B Due to the team being significantly reduced for a substantial period of time due to absence, the Lighting Team have been prioritising lighting repairs. The Street Lighting team should be back to capacity in FQ3. Discussions are ongoing to look at solutions to ensure the Street Lighting team have the resources necessary to carry out repairs. FQ1 2020/21 A&B Street Lighting works resumed on an emergency basis only – from Mid-May onwards, having entered lockdown 23rd March. There was a backlog in faults which meant that some dark lamps recoded as completed May / June related to those reported in March. These were therefore out with target times by a considerable amount. The capabilities of the service were further hampered later in June, due to the sickness absence (non-Covid related).

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection - OL&I Lorn (Streetscene OL&I)		›	No Target	13	No Target	0	Tom Murphy	FQ2 2020/21 OLI Lorn There were no waste collection complaints received for the months of July, August and September in Lorn. This is an excellent level of service given the number of properties, both domestic and commercial serviced. FQ1 2020/21 OLI Lorn There were 13 complaints received regarding waste collection in the Lorn area for the FQ1 period. Athough this is higher than the previous quarter it is still a good level of service given the number of properties serviced.
Total number of Complaints regarding Waste Collection - OL&I Mull (Streetscene OL&I)		œ	No Target	0	No Target	0	Tom Murphy	FQ2 2020/21 OLI Mull Again this quarter, July, August and September, there were no waste collection complaints received for the Island of Mull, and excellent service. FQ1 2020/21 OLI Mull Again this quarter there were no waste collection complaints received for the Isle of Mull. This is an excellent level of service.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		›	No Target	25	No Target	19	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public. FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
RIS114_01-The percentage of waste that is recycled, composted or recovered (Waste Management Performance)		›	45.00%	31.80%	45.00%	46.60%	John Blake	FQ2 2020/21 A&B 46.6% recycling, composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June. FQ1 2020/21 A&B 31.8 % recycling ,composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency.
Shanks - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		›	No Target	38.70%	No Target	47.60%	John Blake	FQ2 2020/21 Waste PPP Area 47.6% recycling, composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June . FQ1 2020/21 Waste PPP Area 38.7% recycling, composting and recovery (7.5% recycling/composting plus 31.2% recovery). Recycling much lower than previous quarters due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
Islands - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		›	No Target	15.60%	No Target	32.10%	John Blake	FQ2 2020/21 Islands 32.1% recycling, composting and recovery (28.8% recycling plus 3.3% recovery).Recycling figures in Q2 improved with the re-start of most kerbside recycling services at the end of June. FQ1 2020/21 Islands 15.6% recycling, composting and recovery. Figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.
H&L - Percentage of Waste Recycled, Composted & Recovered (Waste Management Performance)		›	No Target	23.20%	No Target	48.80%	John Blake	FQ2 2020/21 H&L 48.8% recycling, composting and recovery (40.4% recycling/composting plus 8.4% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June. FQ1 2020/21 H&L 23.2% recycling, composting and recovery (10.3% reycling/composting plus 12.9% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months) during Covid-19 emergency.

OLI Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 OLI OLI has experienced a continued decrease in WDL In FQ2 due to a significant decrease in long term absence particuarly in stress absence.
								FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences.
								FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 OLI An increase in short term absences, particuarly in stress absence, has contributed to the increase between FQ1 and FQ2.
								FQ1 2020/21 OLI As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period also.
								FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.

1.4 Also as previously agreed the Positive Des
with the following Participation measure –

The proportion of 16 – 19 year olds part
(Education, Training or Employment.)

This information is now presented in the Per
and Area level.

1.5 Regular updates for both Primary and
presented separately to the Area Commi

Interim Executive Director with responsibility for Customer Support Services

Jane Fowler
Head of Customer Support Services

For further information, please contact:
Sonya Thomas
Performance and Improvement Officer
Customer Support Services
01546 604454

Appendix 1: Key to symbols
Appendix 2: Illustration of Business Outcomes aligned to Corporate Outcomes
Appendix 3: FQ1 and FQ2 2020/21 H&L Word Report in pdf format

Appendix 1

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

ONTis indic[(M)-32 (w)28.1 (h)-24.1 (i)-24.1 (c)-24.1 (h)-24.1 (a)-24.1 (r)-24.1 (e)-24.1 (s)-24.1 (e)-24.1 (n)-24.1 (h)-24.1 (a)-24.1 (n)-24.1 (c)-24.1 (e)-24.1 (m)-24.1 (e)-24.1 (n)-24.1 (t)-24.1 (s)-24.1 (h)-24.1 (o)-24.1 (u)-24.1 (l)-24.1 (d)-24.1 (b)-24.1 (e)-24.1 (a)-24.1 (n)-24.1 (n)-24.1 (u)-24.1 (a)-24.1 (l)-24.1 (l)-24.1 (y)-24.1 T9 00Hsaot[Tf saot[Tf sv)7 (am)BtpBDC 40SS M0 t0Hsaot[002

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					
	Choose Argyll, Love Argyll					
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an

GREEN
RED
NO TARGET
TOTAL

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 H&L 28 units in total were delivered during Quarter 2 Lorn - West Highland Housing Association delivered 10 units at Barcaldine, (4 NSSE & 6 social rent) in August; ACHA - deliagainigha tt

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 ‘lockdown’ period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed donTive of challeng

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
% of Pre-application enquiries processed within 20 working days - A&B (Planning Applications)		●	75.0%	81.5%	75.0%	78.6%	Peter Bain	FQ2 2020/21 A&B Above target for the second consecutive quarter at 78.6%. FQ1 2020/21 A&B Above target at 81.5%.

H&L Area Scorecard FQ2 2020/21

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

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)		●	8.0 Wks	8.0 Wks	8.0 Wks	11.6 Wks	Peter Bain	Comment from Peter Bain (Development Manager) on the impact of Covid on DM determination periods. The significant dip in performance against this indicator during FQ2 is directly attributable to the impact of the initial Covid-19 'lockdown' period which ran from late March into June 2020, and subsequent restrictions on service delivery. Whilst performance on all average determination time period indicators was largely maintained during FQ1 it is noted that this was based upon the determination of a much reduced number of applications. Whilst FQ1 gave rise to a number of challenges including loss of office accommodation and a requirement to rebuild a number of service critical processes, including mail handling arrangements, these were in the main, addressed efficiently during the first few weeks of lockdown and allowed determination of applications that were already at an advanced stage, without significant delay being incurred. What is not evident within the FQ1 performance indicator however is that new planning applications continued to be submitted at almost 80% of normal volume throughout the 'lockdown' period. It was not possible to progress these beyond initial validation due to restrictions on travel/engagement which prevented necessary site visit activity being undertaken to complete the professional assessment of applications, and to comply with procedural requirements for posting of site notices. Restrictions on essential travel were lifted during June, and planning application site visits to unoccupied sites resumed on 29th June 2020 following the development and roll out of new protocols and safe systems of work, and deployment of tablets to allow officers to operate on site without hardcopies of planning application files. Site visits to occupied sites including commercial premises and external areas of domestic premises resumed on 27th July 2020. FQ2 has seen a return to determination of planning applications at 'normal' volume, however a significant proportion of these applications have been subject to delays of up to 3 months as a result of 'lockdown' and, notwithstanding the significant effort of officers, their progression to determination has resulted in a significant increase to the average determination period. Reductions to staffing levels within the Development Management Service has reduced the resilience of the Service to manage periods of higher than normal workload and extended periods of absence As a consequence, the implications of the 'lockdown' period will have an extended impact upon performance for as long as the volume of applications awaiting determination exceeds the 'normal' capacity of the Service, and will be exacerbated by any period of extended staff absence during a period where this is potentially a higher risk of occurrence as a result of Covid-19/stress, or vacancies which arise during the upcoming period. The flexibility and willingness of all DM staff to assist with the development and adoption of new processes and procedures, new working practices, and abnormal workload requirements has been essential to continued service delivery in the face of enforced closure of offices and restrictions on travel and engagement. Note for info: Performance information is based on raw data. Scottish Government Statistical Reporting will show an improved position that takes account of any significant delays attributable to the applicant.

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								Benchmarking 2020/21 This is one of several measures where the Development Management service is benchmarked against The Scottish Government and "Rural 9" average performance. Benchmarking data for FY20/21 FQ1 & FQ2 is not due to be published by The Scottish Government until January 2021 at the earliest. We cannot know the full impact of the pandemic on the nationwide planning service until then.
								FQ1 2020/21 A&B Householders applying for planning permission in Argyll and Bute continue to receive good service. Performance has remained below the 8 week determination target for over six years now.

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actoeh t FQ1	Actoeh t

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Total number of Complaints regarding Waste Collection H&L (Streetscene H&L)		●	No Target	2	No Target	3	Tom Murphy	FQ2 2020/21 H&L There were only 3 waste collection complaints received for the whole of Helensburgh and Lomond in the FQ2 quarter, months July, August and September. Given the number of properties both domestic and commercial and also the different range of services being delivered from general waste collections, kerbside co-mingle collections, glass recycling and food waste kerbside collections, this is an excellent level of service. FQ1 2020/21 H&L There were only 2 complaints regarding waste collection in the Helensburgh and Lomond area in FQ1, this is a considerable reduction from the last quarter when there were 11 complaints received. This is an excellent level of service given the large number of both domestic and commercial properties and also the wide range of services being delivered.
Total number of Complaints regarding Waste Collection - A&B (StreetScene)		›	No Target	25	No Target	19	Tom Murphy	FQ2 2020/21 A&B The number of waste collection complaints for the months of July, August and September has significantly reduced again from the previous quarter with only 10 complaints. This is an excellent level of service. In general terms all collections were carried out although in some areas they may have been a day or so late due to breakdowns. Where collections were running late, this information was posted on the Council's web page to inform the public. FQ1 2020/21 A&B The number of waste collection complaints in FQ1 has dramatically reduced from the previous quarter from 74 to 25. Given the changes in services due to Covid-19 this is very good. All information regarding uplift days was posted on the Council web page and any delayed uplifts were passed to the Customer from the Customer Contact Centre advising of the amended uplift date. Where collections were running late the information was also posted on the web page to inform the public of the alterations to collections days.

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
								FQ2 2020/21 A&B 46.6% recycling ,composting and recovery (29.9% recycling/composting plus 16.7% recovery). Recycling figures have improved with the re-start of the majority of kerbside recycling services in late June. FQ1 2020/21 A&B 31.8 % recycling ,composting and recovery in Q1 (9.0% recycling/composting and 22.8% recovery). Recycling figure much lower than usual due to suspension of Council kerbside recycling services (almost 3 months) and closure of civic amenity sites (2 months), during Covid-19 emergency. FQ2 2020/21 Waste PPP Area 47.6% recycling,composting and recovery (24.0% recycling/composting plus 23.6% recovery). Recycling figures have improved in Q2 with the re-start of most kerbside recycling services at the end of June . FQ1 2020/21 Waste PPP Area 38.7% recycling,composting and recovery (7.5% recycling/composting plus 31.2%

H&L Area Scorecard FQ2 2020/21

Performance element	Status	Performance Trend	Target FQ1	Actual FQ1	Target FQ2	Actual FQ2	Owner	Comments
Making It Happen								
H&L Teacher Absence (Education Other Attendance)		●	1.50 Days	0.59 Days	1.50 Days	0.96 Days	Anne Paterson	FQ2 2020/21 H&L A slight increase in H&L teachers absence has been experienced in FQ2 due to short term absences. FQ1 2020/21 H&L As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. . Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period a so.
A&B Teacher Absence (HR1 - Sickness absence ABC)		●	1.50 Days	0.82 Days	1.50 Days	0.92 Days	Anne Paterson	FQ2 2020/21 A&B After a significant drop in WDL Teacher absence has increased slightly this quarter. This is due to an increase in short term absences. FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period a so.
H&L LGE Only (HR1 - Sickness absence ABC)		›	2.36 Days	1.80 Days	2.36 Days	1.71 Days	Carolyn McAlpine	FQ2 2020/21 H&L H & L has continued to experience a decrease in WDL. This is mainly due to a reduction in long term absence particulary in Adult Care East. FQ1 2020/21 H&L As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services . Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period a so.
A&B LGE Staff Summary - Combined Office & Non Office (HR1 - Sickness absence ABC)		●	2.36 Days	1.94 Days	2.36 Days	2.29 Days	Carolyn McAlpine	FQ1 2020/21 A&B As a result of the Covid Pandemic and ensuing lockdown, homeworking and school closures Argyll and Bute Council experienced a significant reduction in short term absence across all services. . Benchmarking has told us that the majority of local authorities have also experienced a dramatic drop in absence during this period a so. FQ2 2020/21 A&B An increase in short term absences across the majority of services have contributed to the increase in over all absence between FQ1 and FQ2.