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**ARGYLL AND BUTE COUNCIL**

**BUTE AND COWAL AREA  
COMMITTEE**

**CUSTOMER SERVICES**

**3 DECEMBER 2019**

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**AREA SCORECARD FQ2 2019-20**

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**1 Background**

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 2 2019/20 (July-September 2019) 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, S

### 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
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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 infrastructure that supports sustainable growth	
Business Outcomes	BO101 We Ensure Information And Support Is Available For Everyone.	BO104 Our Communities Are Protected And Supported.	BO106 Our Looked After Young People Are Supported By Effective Corporate Parenting.	BO108 All Our Children And Young People Are Supported To Realise Their Potential.	BO110 We Support Businesses, Employment And Development Opportunities.	BO113 Our Infrastructure Is Safe And Fit For The Future.	BO115 We Are Efficient And Cost Effective.
	BO102 We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	BO105 Our Natural And Built Environment Is Protected And Respected.	BO107 The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	BO109 All Our Adults Are Supported To Realise Their Potential.	BO111 We Influence And Engage With Businesses and Policy Makers.	BO114 Our Communities Are Cleaner And Greener.	BO116 We Engage And Work With Our Customers, Staff And Partners.
	BO103 We Enable A Choice Of Suitable Housing Options.				BO112 Argyll & Bute Is Promoted To Everyone.		BO117 We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	Caring, Committed, Collaborative & Creative Cùramach, Dealasach, Cruthachail agus Com-pàirteach						

## BUTE & COWAL FQ2 OVERALL PERFORMANCE SUMMARY

The tables below present a summary of all of the success measures included in the Scorecard. They show the performance against targets against the previous quarters performance.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ1 19/20	FQ2 19/20	
		16	16
	5	5	RED
	10	10	NO TARGET
	31	31	TOTAL No. OF MEASURES



**B&C Area Scorecard FQ2 2019-20**

Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
Car Parking income to date - B&C (Streetscene B&C) <b>ANNUAL CUMULATIVE TOTAL</b>			£20,382	£23,358	£55,906	£40,674	Stuart Watson	<p><b>FQ2 2019/20 - B&amp;C</b> The shortfall of £15,232 could be affected by a number of reasons such as weather and public holidays. Staff continue to monitor parking areas and maintain them within budget with a view to making them fit for purpose and attracting more visitors.</p> <p><b>FQ1 2019/20 - B&amp;C</b> The income for FQ1 was £23,358 against a target of £20,358. The additional income equates to £2,976. There is no obvious reason for the increased income other than increased number visiting Argyll.</p>
Car Parking income to date - A&B (StreetScene) <b>ANNUAL CUMULATIVE TOTAL</b>			£309,304	£245,425	£750,020	£578,254	Stuart Watson	<p><b>FQ2 2019/20 - A&amp;B</b> There is a shortfall in excess of £200,000 across all of Argyll &amp; Bute. This can be attributed to the delays in TRO process for Duck Bay and Mull which has resulted in a significant reduction in the anticipated income.</p> <p><b>FQ1 2019/20 - A&amp;B</b> The income for FQ1 was £245,425 which represents a shortfall of £63,879 against the target income of £309,304. This is due in part due to a delay in progressing traffic regulation order for Duck Bay and Mull, on and off street parking.</p>
Total number of Penalty Charge Notice Figures - B&C			No Target	187	No Target	64	Keith Tennant	<p><b>FQ2 2019/20 - B&amp;C</b> Bute &amp; Cowal Amenity Warden is currently absent (long term), limited cover available from other areas. Line painting required in Bute &amp; Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres. Increased attendance/duties at events required this quarter.</p> <p><b>FQ1 2019/20 - B&amp;C</b> Bute &amp; Cowal Amenity Warden is currently absent, duties being covered by Wardens from other areas. Line painting required in Bute &amp; Cowal to allow enforcement, particularly in Rothesay and Dunoon town centres</p>
Total number of Penalty Charge Notice Figures - A&B			No Target	2,099	No Target	1,345	Keith Tennant	<p><b>FQ2 2019/20 - A&amp;B</b> Commentary provided at Area level</p> <p><b>FQ1 2019/20 - A&amp;B</b> Commentary provided at Area level</p>















Bute and Cowal Area Scorecard FQ2 2019/20

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The tables below present a summary of all of the success measures included in the Scorecard. They show the performance against targets against the previous quarters



















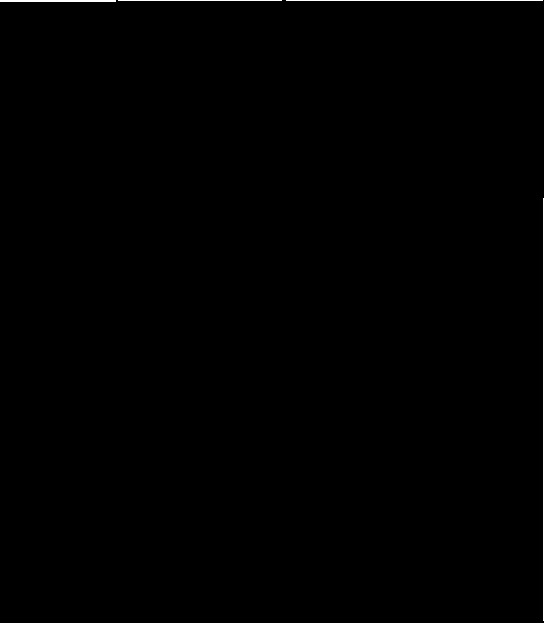
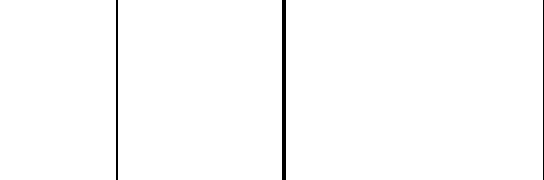
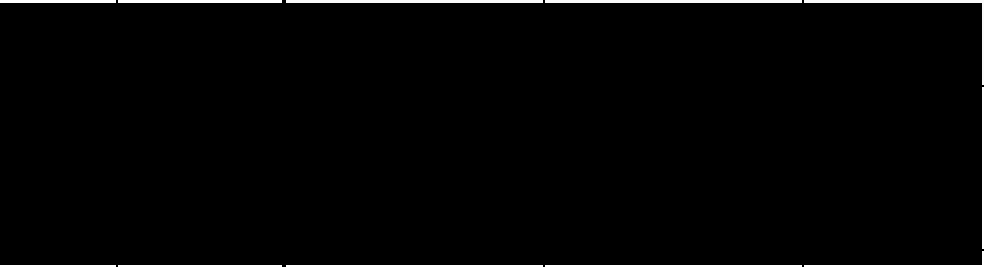

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PERFORMANCE SUMMARY**

The tables below present a summary of all of the success measures included in the Scorecard. They show the performance against targets against the previous quarters performance.

**SUMMARY OF  
PERFORMANCE  
AGAINST  
TARGETS**

<b>FQ1 19/20</b>	

**GREEN**

**RED**

**NO TARGET**

**TOTAL No. OF MEASURES**



**MAKI Area Scorecard FQ2 2019-20**

Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Corporate Outcome No.2 - People live in safer and stronger communities								
Car Parking income to date - MAKI (Streetscene MAKI) <b>ANNUAL CUMULATIVE TOTAL</b>			£22,464	£24,126	£40,537	£56,592	Stuart Watson	<b>FQ2 2019/20 - MAKI</b> There has been an increase of £16,055 which may be attributable to improvements to car park maintenance and is also weather dependant.
								<b>FQ1 2019/20 - MAKI</b> The income for FQ1 was £24,126 against the target £22,464. The additional income equates to £1,662. There is no obvious reason for the increased income other than increased number visiting Argyll.
Car Parking income to date - A&B (StreetScene) <b>ANNUAL CUMULATIVE TOTAL</b>			£309,304	£245,425	£750,020	£578,254	Stuart Watson	<b>FQ2 2019/20 - A&amp;B</b> There is a shortfall in excess of £200,000 across all of Argyll & Bute. This can be attributed to the delays in TRO process for Duck Bay and Mull which has resulted in a significant reduction in the anticipated income.
								<b>FQ1 2019/20 - A&amp;B</b> The income for FQ1 was £245,425 which represents a shortfall of £63,879 against the target income of £309,304. This is due in part due to a delay in progressing traffic regulation order for Duck Bay and Mull, on and off street parking.
Total number of Penalty Charge Notice Figures - MAKI			No Target	114	No Target	68	Keith Tennant	<b>FQ2 2019/20 - MAKI</b> The old Traffic Regulation Order for Campbeltown has now been revoked in favour of the new one. However there are no signs or lines painted to reflect this so the Traffic Regulation Order is unenforceable at this time. Increased attendance/duties at events required this quarter.
								<b>FQ1 2019/20 - MAKI</b> The old Traffic Regulation Order for Campbeltown has now been revoked in favour of the new one. However there are no signs or lines painted to reflect this so the Order is unenforceable at this time.
Total number of Penalty Charge Notice Figures - A&B			No Target	2,099	No Target	1,345	Keith Tennant	<b>FQ2 2019/20 - A&amp;B</b> Commentary provided at area level.
								<b>FQ1 2019/20 - A&amp;B</b> Commentary provided at area level.



**MAKI Area Scorecard FQ2 2019-20**

Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Dog fouling - total number of complaints MAKI (Streetscene MAKI)			No Target	16	No Target	1	Tom Murphy	<p><b>FQ2 2019/20 - MAKI</b>                      The number of complaints received over the FQ2 period was 1. This is excellent performance. The warden service continues to work hard within the local communities in an attempt to have information sharing allowing the Council to take necessary action against irresponsible dog owners.</p>
								<p><b>FQ1 2019/20 - MAKI</b>                      The number of dog fouling complaints for the FQ1 period has increased, with a total of 16 complaints received. The warden service has continued to work within the local communities in an attempt to have information sharing, allowing the Council to take necessary action against irresponsible dog owners.</p>
Dog fouling - total number of complaints A&B (StreetScene)			78	72	78	47	Tom Murphy	<p><b>FQ2 2019/20 - A&amp;B</b>                      There are still complaints coming in regarding dog fouling, however they are reducing. The Council will continue to work closely with partners and are aware of the public's perception on this.</p>
								<p><b>FQ1 2019/20 - A&amp;B</b>                      Complaints are still coming in regarding dog fouling, however, the Council are continuing to work alongside Police Scotland and our communications team to provide advice to all parts of our community and involving school children as part of the dog fouling campaign.</p>











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MAKI Area Committee Scorecard FQ2 2019/20

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There is a significant shortfall of approximately £72,000 due to the Traffic Regulation Order (TRO) process not being finalised. Argyll & Bute Council are carrying out a full review of the TRO process to address previous

- 2.2 The Area Committee are asked to confirm if they would welcome the detailed Car Parking information as presented above on future Area Committee Performance Reports.
- 2.3 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.
- 2.4 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

**Pippa Milne, Executive Director**

**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

## PERFORMANCE REPORTS – KEYS TO SYMBOLS

### WORD REPORT

#### STATUS SYMBOL

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

#### TREND ARROW

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

#### NAME IN BRACKETS (StreetScene)

- x 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

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The tables below present a summary of all of the success measures included in the Scorecard. They show the performance against targets against the previous quarters performance.

SUMMARY OF PERFORMANCE AGAINST TARGETS	FQ1 19/20	FQ2 19/20	
		1	16
		5	RED
	10	10	NO TARGET
	31	31	TOTAL No. OF MEASURES















OLI Area Scorecard FQ2 2019-20

Performance element	Status	Trend	Target FQ1 19/20	Actual FQ1 19/20	Target FQ2 19/20	Actual FQ2 19/20	Owner	Comments
Householder Planning Apps: Ave no of Weeks to Determine - ABC (Planning Applications)								<p><b>FQ2 2019/20 - A&amp;B</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.</p>
								<p><b>Projected Benchmarks for Service Measures</b> Benchmark figures for Scotland and The Rural Nine have been projected three Financial Quarter's ahead, using the last known quarterly figure (FY18/19 FQ4) published by The Scottish Government. This is to ensure that the benchmark field is populated on Scorecards. Readers should note that since the reporting frequency changed from quarterly to biannually (in FY18/19) information is generally published at the end of January and July.</p>
			8.0 Wks	7.4 Wks	8.0 Wks	7.1 Wks	Peter Bain	<p><b>Benchmarking Information: Comparison to Scottish Average and "Rural 9" Average</b> Benchmark figures for Scotland and The Rural Nine are taken from The Scottish Government website when the information becomes available. Readers should note that since the reporting frequency changed from quarterly to biannually (in FY18/19) information is generally published at the end of January and July.</p> <p>For information the Rural Nine authorities are: Aberdeenshire, Argyll &amp; Bute, Dumfries &amp; Galloway, Highland, Perth &amp; Kinross, Scottish Borders; Eilean Siar, Orkney Islands, Shetland Islands.</p>
								<p><b>FQ1 2019/20 - A&amp;B</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.</p>







OLI Area Scorecard FQ2 2019/20

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