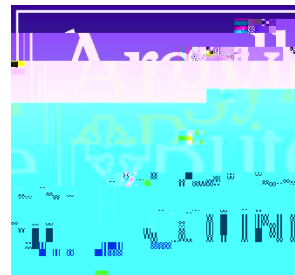


Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Executive Director: Douglas Hendry



This page is intentionally left blank

ARGYLL AND BUTE COUNCIL

**BUTE AND COWAL AREA
COMMITTEE**

CUSTOMER SUPPORT SERVICES

5 SEPTEMBER 2023

AREA PERFORMANCE REPORT – FQ1 2023/24

1.0 BACKGROUND

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

Customer Support Services
01546 604454

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

Performance Reporting

Performance Reporting

All Areas

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

COI – Maxim 6 Corporate Outcome No.2 – People live in safer and stronger communities

Number of parking penalty notices issued – Bute and Cowal

Number of parking penalty notices issued – Argyll and Bute

Dog
Corpor
COI
Corpor
COI
Corpor
Max

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Street lighting – percentage of faults repaired within 10 days – Bute and Cowal

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

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

Total number of complaints regarding waste collection – Bute

Total number of complaints regarding waste collection – Cowal

Total number of complaints regarding waste collection – Argyll and Bute

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

COI – Percentage of waste recycled, composted and recovered

Renewi (formerly Shanks) – Percentage of waste recycled, composted and recovered

Islands – Percentage of waste recycled, composted and recovered

All Areas

FQ1 2023/24 Overall Performance Summary

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

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

Number of parking penalty notices issued –

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

Car parking income to date – Bute and Cowal

Reporting Period	Target (Cumulative)	Actual (Cumulative)	Status

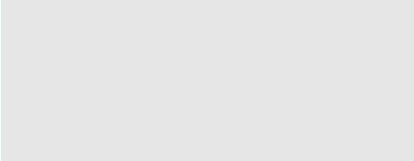
Car Park Location	FQ4 Actual	FQ1 Actual

Car parking income to date – Argyll and Bute

Reporting Period	Target (Cumulative)	Actual (Cumulative)	Status

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

Dog fouling – total number of complaints – Bute and Cowal

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
				

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

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

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





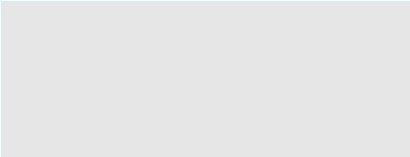
Corporate Outcome No.5 – Our economy is diverse and thriving





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

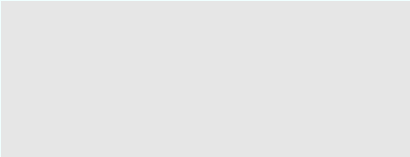
Percentage of pre-planning application enquiries processed within 20 working days – Bute and Cowal

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
			Green	
			Red	



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

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

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
			Red	
			Red	
			Red	
			Red	
			Red	

FQ1 Comment

This measure only relates to planning applications received for

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

Reporting Period	Target
------------------	--------

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



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

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

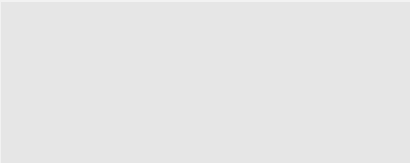




Corporate Outcome No.6 – We have infrastructure that supports sustainable growth



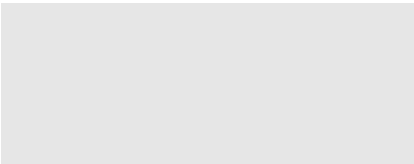
Total number of complaints regarding waste collection – Argyll and Bute

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
				

FQ1 Comment

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

COI – Percentage of waste recycled, composted and recovered

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
			Green	
			Green	
				50.5%



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



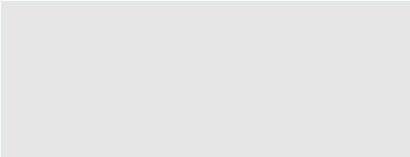
Corporate Outcome No.6 – We have infrastructure that supports sustainable growth

COI – The number of tonnes of waste sent to landfill

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
			Green	

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

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

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period
			Green	
			Green	
			Green	
			Green	
			Green	

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



Making It Happen

Teacher sickness absence – Bute and Cowal

Reporting Period	Target	Actual	Status	Trend of 'Actual' over the period

Making It Happen

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

This page is intentionally left blank