

KPIs

FQ2 2021/22

DESCRIPTION

FIS102_01	Maximisedistribution of ScottishWelfareFund.
FIS102_04a	All new benefit claimsare processed promptly.
FIS110_02	Maintain the percentageof suppliers that are paid within 30 days.
FIS115_01	T 0 Td <0003>Tj /Tt 1 Tfr the Tj /C2_1 use. benefit claims

EDU106_02	Increase the percentage of successful examination presentations in levels 4 and 5 for Literacy and Numeracy by our senior phase pupils.
EDU106_05	Increase the percentage of our care experienced young people that have the recommended additional tracking and monitoring plans in place. Maintain the percentage income.

maintain the percentage of EDU107\_05 that benefit from the awards of contracts via the procurement portal.

maintain the percentage of all Small Medium Enterprises (SMEs) that win Council contracts.

provide quality meals with in cost margins to all pupils.

ease public use of corporate social media sites or three categories of information: council news, community success and general use.

ease (general) Tj /C2\_1 use.

Delivering Our Outcomes – This highlights past performance as illustrated through our Key Performance Indicators (KPIs)

## KEY TO SYMBOLS

**R** Indicates the performance has not met the expected Target

**G** Indicates the performance has met or exceeded the expected Target

The Performance Trend Arrow indicates the direction of travel compared to the last performance reporting period

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

**Indicator:** DEG103\_02 The percentage of positive homeless prevention interventions (prevent 1).

**Why measure this?** We personalise preventative measures to help people access a housing option that meets their needs. This statutory measure recognises the importance to prevent homelessness.

**Commentary:** This target is focused on the effective prevention work carried out by Housing staff. During the pandemic the Housing Service has continued to provide housing7 0 Tdn eonti cet.92 retaff

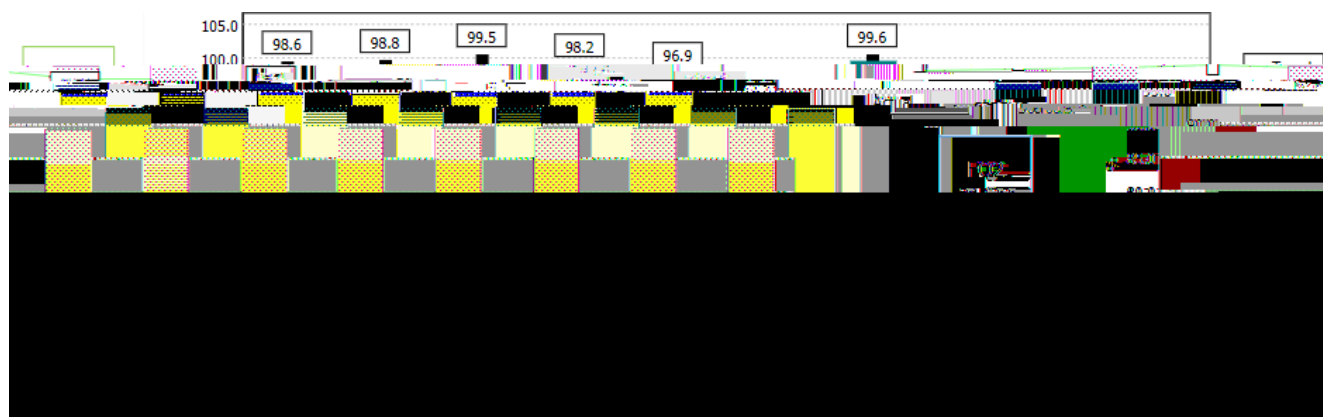
**DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS**

**Indicator:** DEG105\_01 Respond to Building Warrant applications within 20 days.  
**Why measure this?** Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

**Commentary:** The performance in responding to building warrants within 20 working days remains well above target (80%) with 93.4% of applications in the period 1st July to 30th September 2021. There is a reduction from FQ1 of 6.3% due primarily to staff absence due to sickness and also vacancies in the team. However, there was also an increase in the number of warrants received in FQ2 with 301 applications being dealt with as opposed to 237 in FQ1. Commercial work is unreliable and work from East Lothian Council is reducing. Scottish Borders have requested support and this is due to commence for next 3 months, and we have provided information to Moray Council, although did not receive any response. This performance was achieved despite unplanned work in response to dangerous buildings in Campbeltown (Longrow), Taynuilt Hotel fire, fire at 4 properties at Argyll Street, Dunoon, and ongoing work associated with 5-7 East Clyde Street, Helensburgh. The associated work has been significant and has required use of emergency powers to ensure that works are carried out to remove dangers to public safety. This work goes unnoticed by many, and demonstrates the professionalism and essential role of the team.

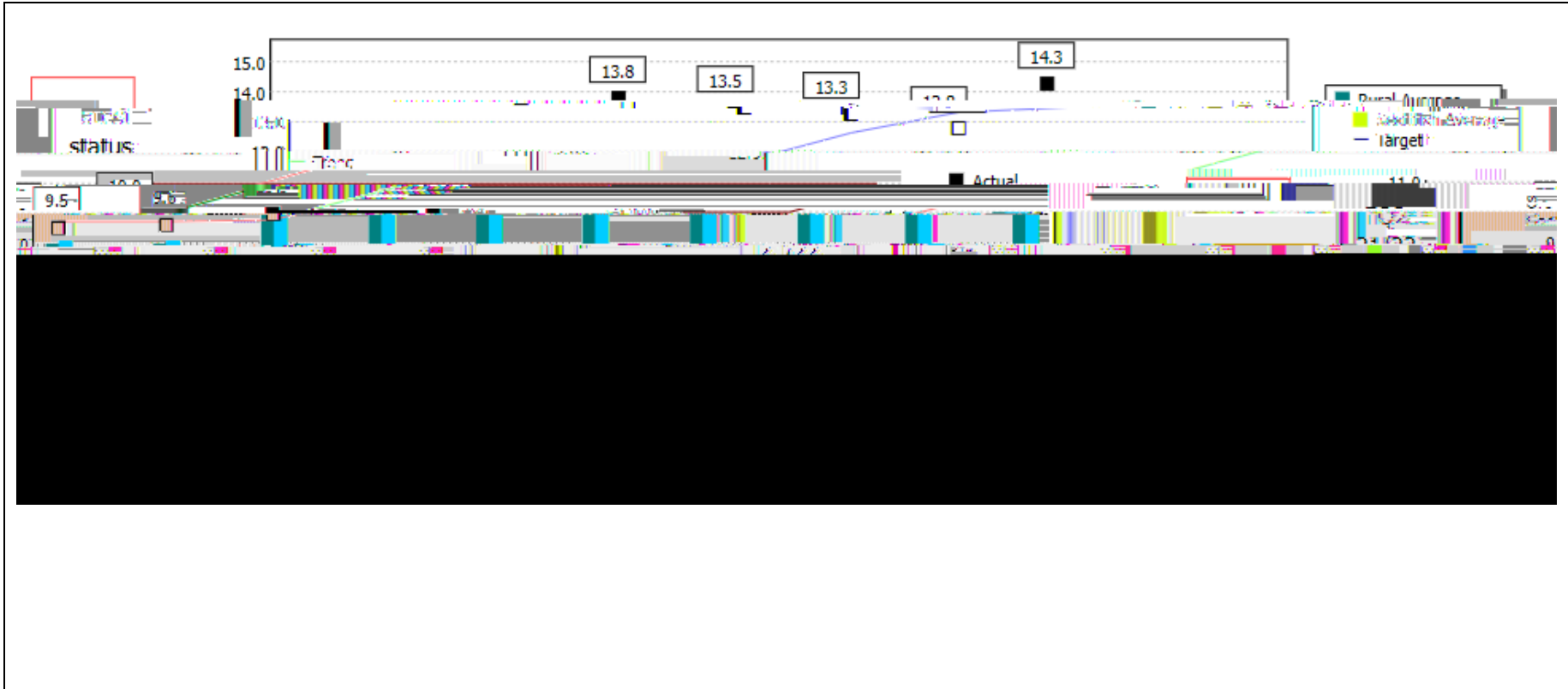
**This indicator is above target however performance has decreased since the last reporting period**

<b>TARGET FQ2</b> 80%	<b>ACTUAL FQ2</b> 93.4%  <span style="font-size: 2em; color: green;">G</span>	<b>BENCHMARK</b> FQ1 2020/21: 99.5% Previous quarter performance	<b>PERFORMANCE</b>
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DELIVERING OUR OUTCOMES –

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS



DELIVERING OUR OUTCOMES				CSR KEY PERFORMANCE INDICATORS			
Indicator: RIS113_03 The percentage of the top priority routes that receive winter weather treatment that are completed on time (Winter Maintenance operations). Why measure this? To keep our road network safe and connected we strive to ensure that all top priority routes receive appropriate and timely winter weather treatment.							
Commentary: There was no winter maintenance action needed during FQ2. Winter maintenance is due to commence the first week of November 2021.							
This indicator is above target with no change in performance since the last reporting period							
TARGET FQ2 99.87%		ACTUAL FQ2 100% <span style="color: green; font-size: 1.5em;">G</span>		BENCHMARK APSE Family Group Average: 99%		PERFORMANCE <span style="font-size: 1.5em;">↑</span>	



DELIVERING OUR OUTCOMES OR KEY PERFORMANCE INDICATORS			
<p>Indicator: RIS113_04 The percentage of Cat 1 potholes that are repaired within 36 hours.                      Why measure this? Robust pot hole repairs help keep our communities and roads safe. Insurance against the council are also kept to a minimum whereby reducing avoidable spend.</p>			
<p>Commentary: There were no "Cat 1" potholes recorded on the network in FQ2 which required mobilisation and treatment within 36hrs.</p>			
<p>This indicator is above target with no change in performance since the last reporting period</p>			
<p>TARGET FQ2 100%</p>	<p>ACTUAL FQ2 100% <b>G</b></p>	<p>BENCHMARK No benchmark</p>	<p>PERFORMANCE ↑</p>
<p>The chart displays performance data across five quarters: FQ4 20/21, FQ1 21/22, FQ2 21/22, FQ3 21/22, and FQ4 21/22. The vertical axis represents a percentage value, ranging from 74 to 102. A horizontal line at 100% represents the target. The 'Actual' performance is shown as a black bar that reaches 100% in FQ2 21/22 and remains at 100% through FQ4 21/22. A 'Latest status' box highlights the 100% performance in FQ4 21/22. A legend indicates that blue lines represent the 'Target' and black bars represent the 'Actual' performance.</p>			

## DELIVERING OUR OUTCOMES KEY PERFORMANCE INDICATORS

Indicator: RIS113\_05 The percentage of street lighting fault repairs completed within 10 working days.

[Why measure this?](#) Robust street lighting repairs help keep our communities and roads safe.

Commentary: Over the last 12 months, outstanding street lighting defects have been reduced from approx. 350 down to approx. 140 faults. To set the context there are approx. 14,000 lighting units across the whole Argyll and Bute lighting area which have just over 1% with reported faults. This includes underground cabling faults of which we have 14 currently recorded. This number could increase following further attendance on site when fault diagnostic work is carried out to fully identify the underlying issue. We continue to run with absence within the team including currently one colleague who was hospitalised through Covid and is expected to be off for some while. In order to address the current 180 or so lighting faults, the Lighting Team has been asked to make a Monday and a Wednesday return to the RIS Leadership Team setting out the number of faults that have been repaired and the number of faults that are existing. In some areas subcontractors may well be utilised to enable the current backlog to be resolved. Lighting performance and working towards meeting the current performance targets will continue on the RIS Leadership agenda. It should be noted that lighting faults usually rise in the winter months.

## DELIVERING OUR OUTCOMES



DELIVERING OUR OUTCOMES OUR KEY PERFORMANCE INDICATORS

Indicator: RIS115\_01 Percentage of bins collected on time.

[Why measure this?](#)