

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



DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

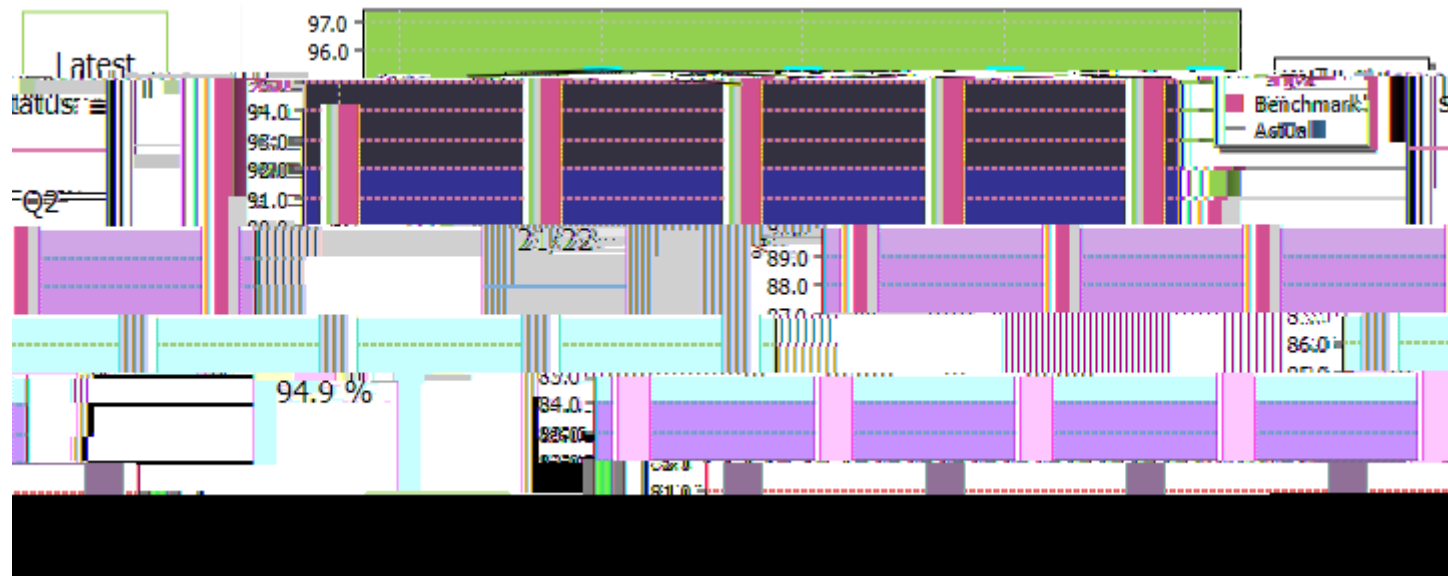
Indicator: CSS101\_03 Increase the percentage of telephone service enquiries received by Customer Service Centres that are dealt with at the first point of contact by the Customer Service Centre.

Why measure this? This illustrates how we aim to get every customer contact 'right first time' through our Customer Service Centre without having to transfer the query to officers within the specific service.

Commentary: This figure is based on the number of calls made, answered and transferred. Total number of calls received = 31,168 with 26,898 answered at first point of contact. First point of contact means that the customer service agent has sufficient information at hand to answer the question for the caller there and then without having to refer the service for the answer.

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

TARGET FQ2	ACTUAL FQ2	BENCHMARK	PERFORMANCE
82.0%	94.9%	2020/21: 95.5%	<b>D</b>



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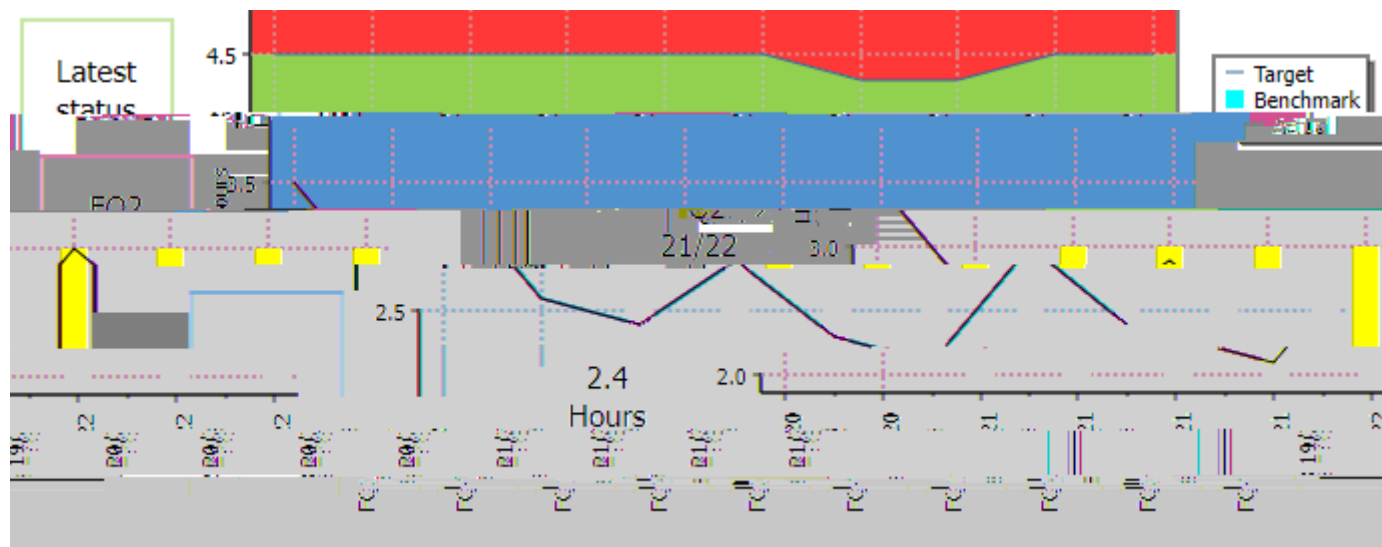
Indicator: CSS113\_02 Maintain the average time to resolve ICT incidents.

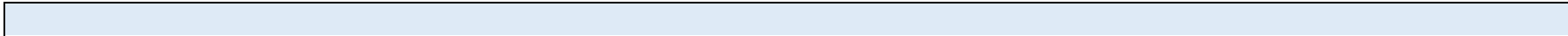
Why measure this? To support the Council to operate effectively and efficiently and any unforeseen ICT incidents are resolved as quickly as possible.

Commentary: The average time to fix is measured and recorded on a monthly basis. This three month average is 2.4 hours, well within the reduced target of 4.3 hours for 2021/22

This indicator is above target and performance has improved since the last reporting period (lowest is best).

TARGET FQ2 < 4.5 hours	ACTUAL FQ2 < 2.4 hours <b>G</b>	BENCHMARK 2020/21: < 3.0 hours	PERFORMANCE <b>I</b>
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Indicator: DEG103\_02 The percentage

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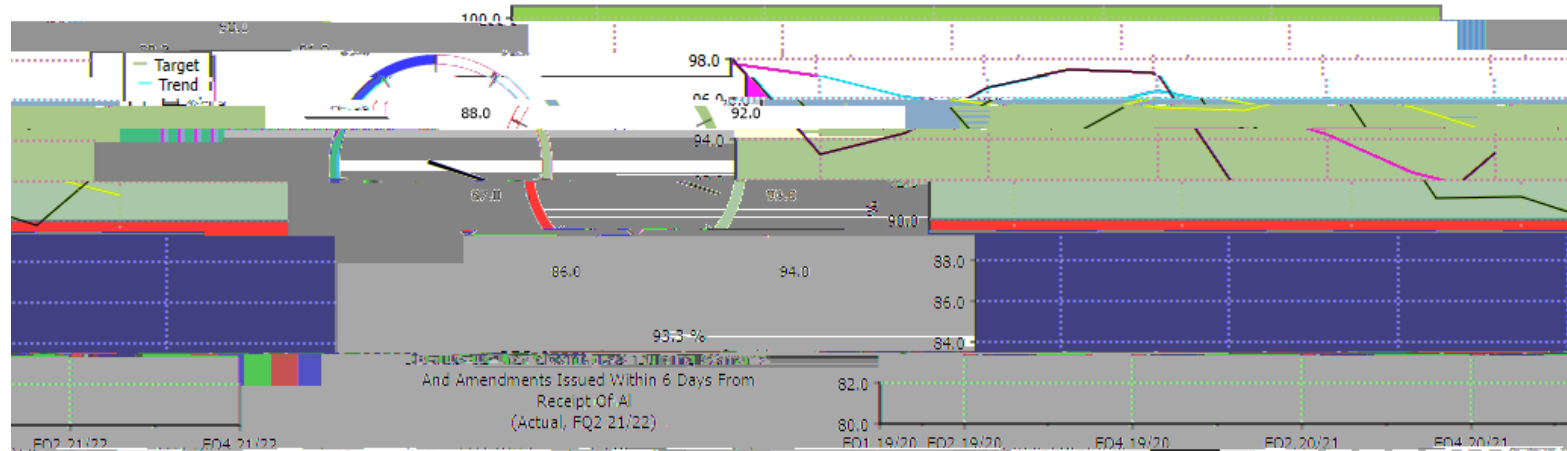
Indicator: DEG105\_02 The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.

Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our performance.

Commentary: After a disappointing FQ1 where performance fell below target for the first time for some years, the corrective actions identified have been successful. In FQ2 performance has increased to 93.3%, from 89.8% and above target. This performance was achieved despite unplanned work in response to dangerous buildings in Campbeltown (Longrow), Taynuilt Hotel fire, fire to 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 measure is resource intensive and there will be a challenge for FQ3 to maintain or improve performance as we will have 2.5FTE professional vacancies in the team as of November. There are well-established arrangements in place for operating as a virtual single team, with warrants being assessed out with their geographical location, submit to available resourcing. This, together with active management, will ensure that our performance is as high as it can be, subject to resourcing and reactive workload.

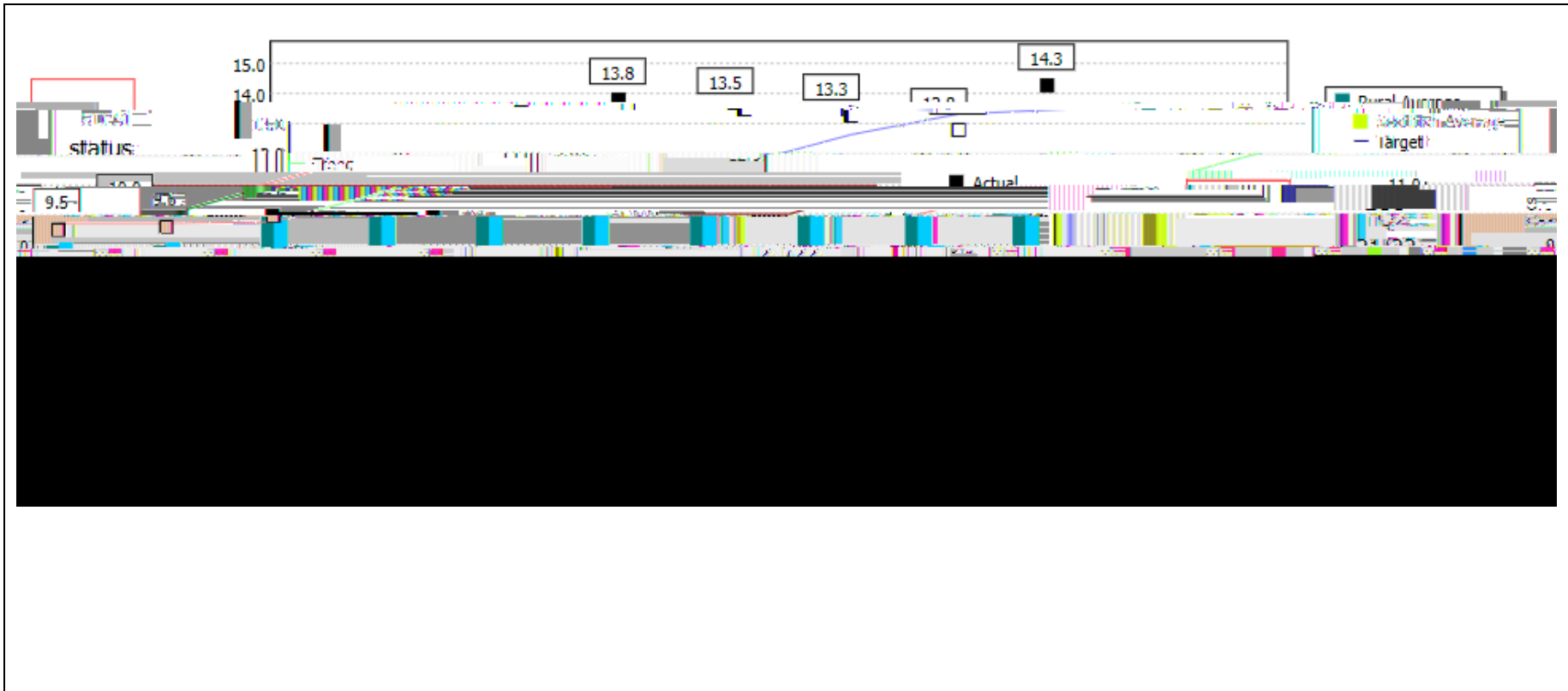
This indicator is above target and performance has improved since the last reporting period

TARGET FQ2	ACTUAL FQ2	BENCHMARK	PERFORMANCE
90%	93.3%	No benchmark	<b>i</b>











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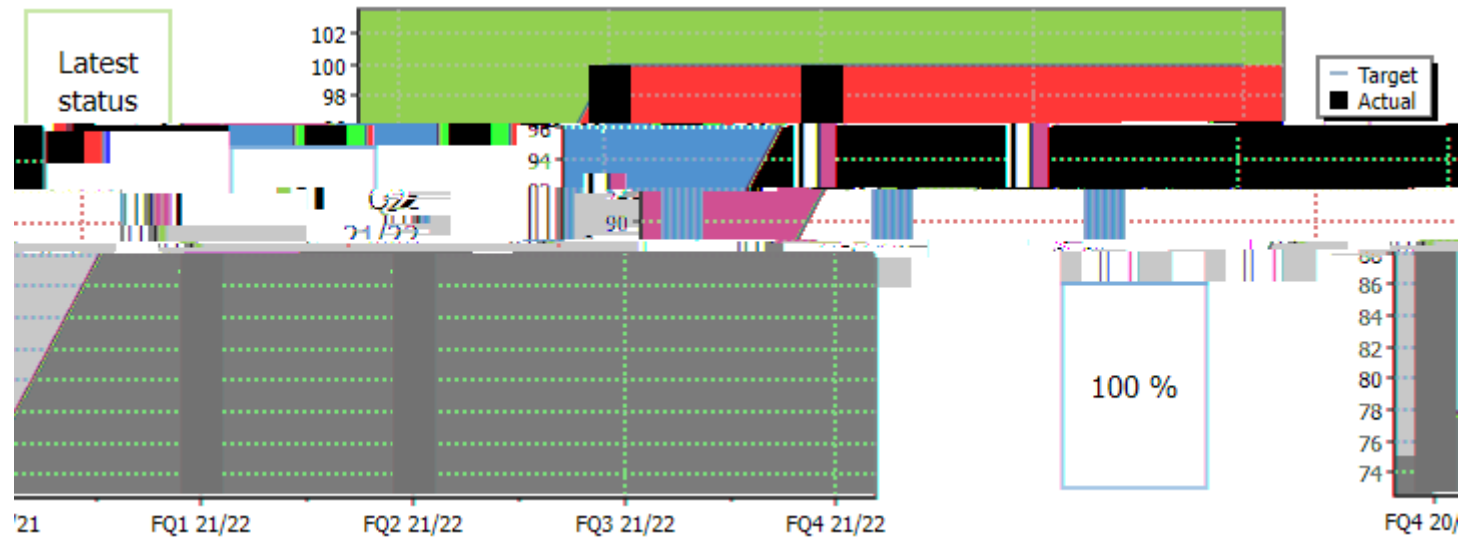
Indicator: RIS113\_04 The percentage of Class 1 potholes that are repaired within 36 hours.

Why measure this? Robust pot hole repairs help keep our communities and roads safe. Insurance claims against the council are also kept to a minimum whereby reducing avoidable spend.

Commentary: There were no "Cat 1" potholes recorded on the network in FQ2 which required mobilisation and treatment within 36hrs.

This indicator is above target with no change in performance since the last reporting period

TARGET FQ2 100%	ACTUAL FQ2 100% <b>G</b>	BENCHMARK No benchmark	PERFORMANCE ↑
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Indicator: RIS114\_03 Percentage of street cleanliness.

[Why measure this? Measured by Keep Scotland Beautiful to ensure that our local environment is kept clean and tidy.](#)

Commentary: The level of performance remains at a very good standard as the service performance is sitting above target for this quarter. The service uses the annual report from Keep Scotland Beautiful and monthly inspections to ensure that the level of performance is maintained. There are ongoing discussions with Keep Scotland Beautiful around the introduction of the new cleanliness regime monitoring a provisional implementation date of February 2022 has been set.

This indicator is above target with no change in performance since the last reporting period

TARGET FQ2	ACTUAL FQ2	BENCHMARK	PERFORMANCE
73%	81.0% <b>G</b>	LEAMS (Keep Scotland Beautiful): 67%	↑

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

[Why measure this? The percentage of bins collected on time is something which our communities tell us is important.](#)

Commentary: In FQ2 99% of bins were collected on time. This is based solely on missed bin reports from customers and may not be totally reflective of service delivery on the ground since we don't record each and every individual collections. 18 bins are collected per minute for 5 full working days per week.

This indicator is above target with no change in performance since the last reporting period

TARGET FQ2	ACTUAL FQ2	BENCHMARK	PERFORMANCE
96%	99%	2020/21: 99%	↑

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