

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: CSS101_02 Increase public use of corporate social media sites on three categories of inf5cNDe (pu-5 nof)22 (e (:i)2 (cou-2 (2

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

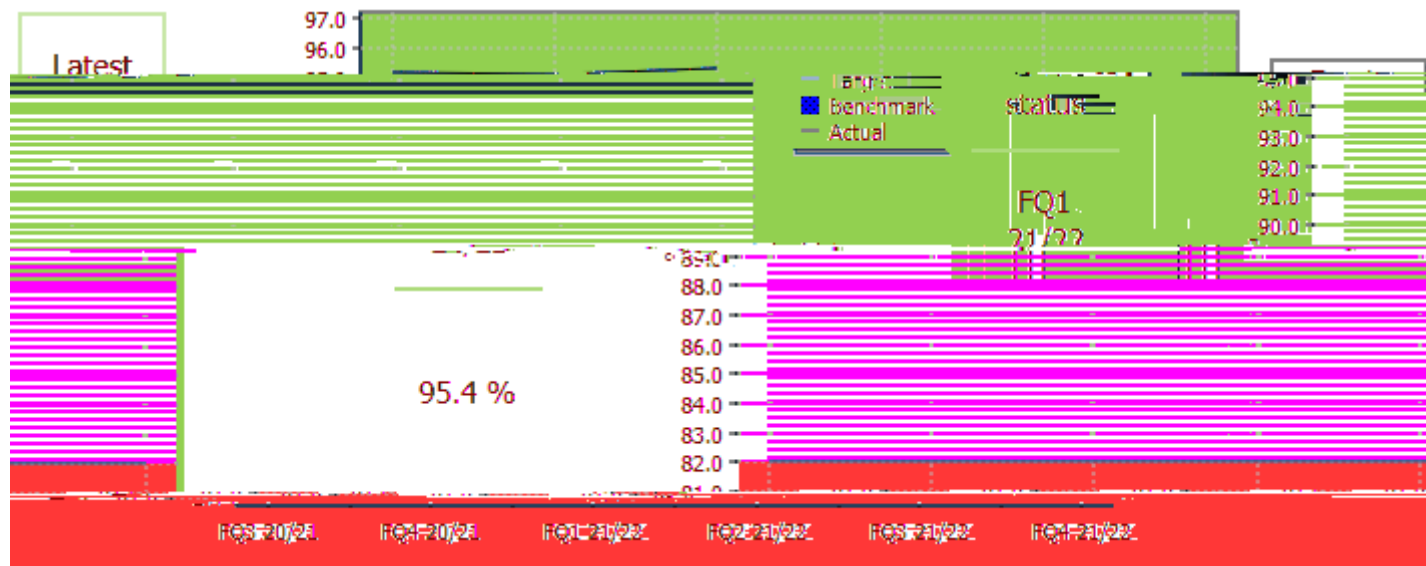
Indicator: CSS101_03 Increase the percentage of telephone service enquiries received by Customer Service Centres that are dealt with at the first point of contact by the Customer Service Centre.

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 = 29,540 with 25,746 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 and performance has improved since the last reporting period

TARGET FQ1	ACTUAL FQ1	BENCHMARK	PERFORMANCE
82%	95.4%	2020/21: TBC 2019/20: 94%	



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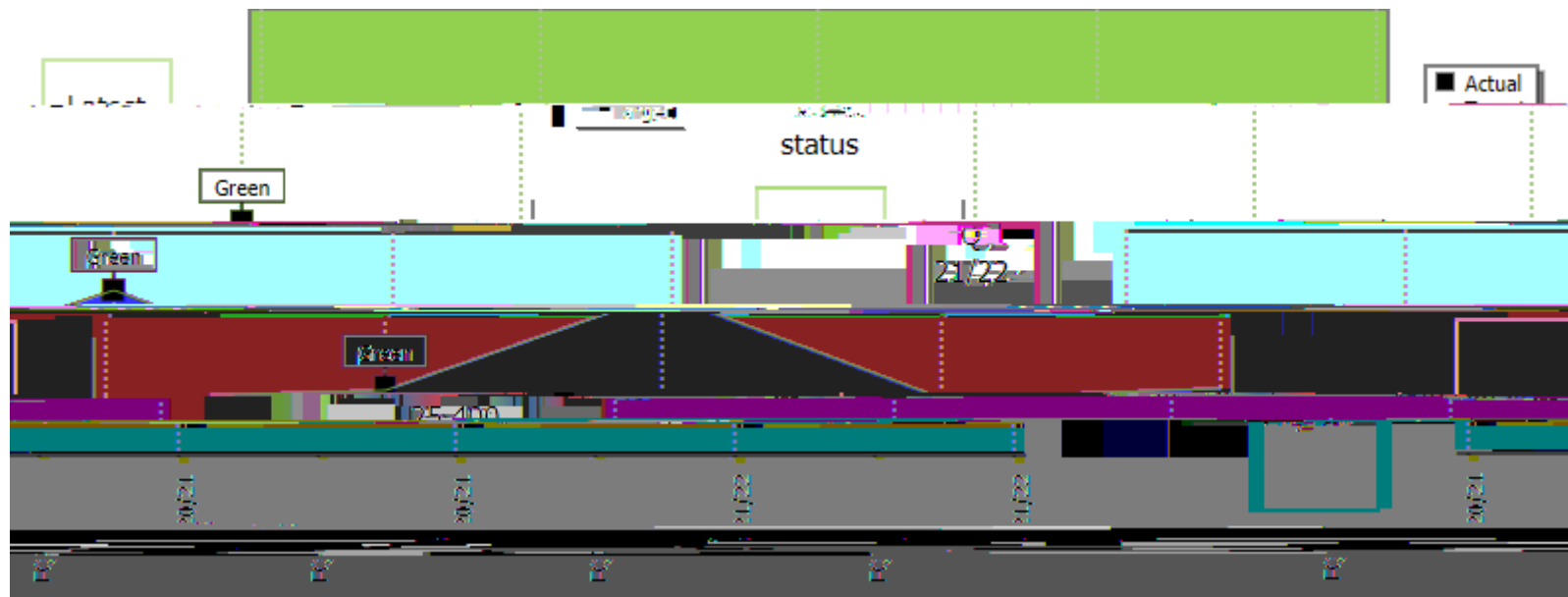
Indicator: CSS112_01 Increase the use of #abplace2b and www.abplace2b.scot.

Why measure this? These budget-free marketing resources promote the area as a great place to live, work and visit. Increasing their use by ourselves and others is increasing the awareness of Argyll and Bute.

Commentary: Based on Instagram alone the public/council use of #abplace2b continues to grow. The value in this is that it draws people's attention to information, from jobs to lifestyle, showcasing the area as a great place to live and work.

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

TARGET FQ1	ACTUAL FQ1	BENCHMARK	PERFORMANCE
21,350	25,400	2019/20:	
10% increase of both	G	#abplace: 150 www.abplace: 71	



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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: Average fix time in FQ1 is 3 hours which is within the target of 4.5 hours.

This indicator is above target however

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Indicator: CSS115_01 Increase the percentage of all Self-Service and automated contacts.

Why measure this? Increasing the volume of self-service and automated contacts reduces the use of other higher cost channels and improves our efficiency.

Commentary: In FQ1 there were 37,224 transactions dealt with by customer service agents (27.2%) and 99,398 automated or self-

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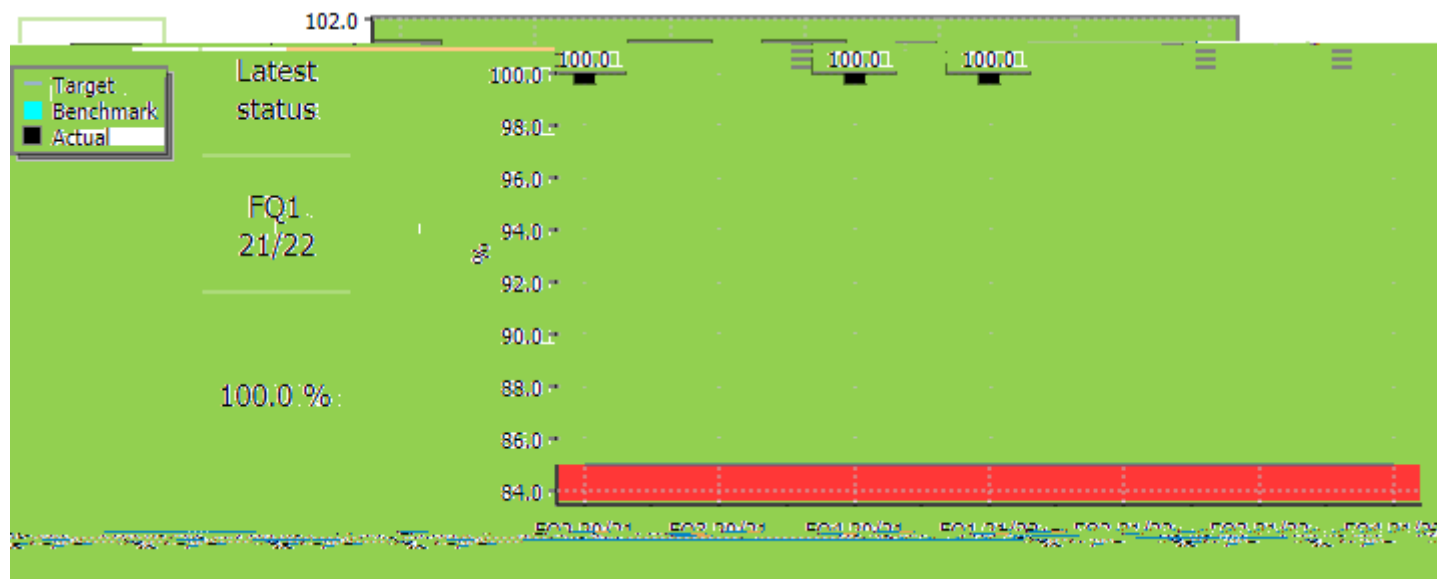
DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: CSS117_02 The percentage of responders who agree that our corporate training courses have met their learning needs.
 Why measure this? Corporate training has to meet the needs of the learners and the organisation. This informs the training programme content ensuring training remains appropriate.

Commentary: First Aid training has resumed face to face and minimal online training has taken place.

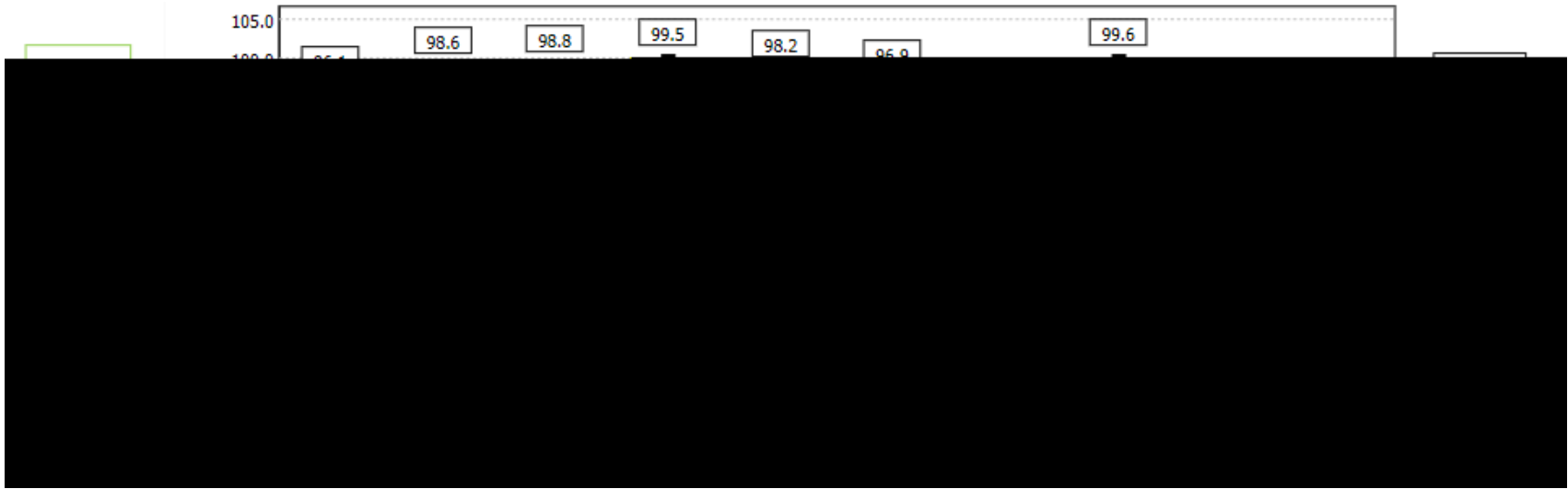
This indicator is above target with no change in performance since the last reporting period

TARGET FQ1	ACTUAL FQ1	BENCHMARK	PERFORMANCE
85%	100%	No benchmark, new measure	



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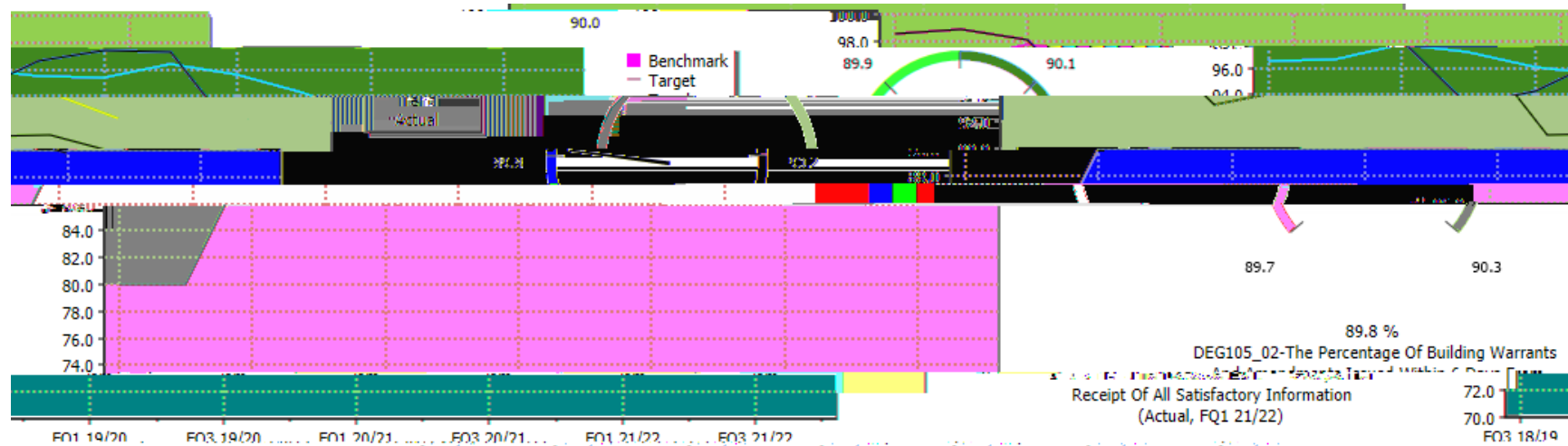
Indicator: DEG105_02 The percentage of building warrants and amendments issued within 6 days from receipt of all satisfactory information.

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

Commentary: This measure is marginally below the 90% target with 89.8% met in FQ1. However, although the performance of this measure is slightly below target. This is the first time the target has been missed in 6 years and can be attributed to reduced staff resources due to a combination of long-term sick leave, annual leave and vacancies during this period. We are currently in the process of recruiting, additionally staff are also returning after long-term absence.

This indicator is below target and performance has decreased since the last reporting period

TARGET FQ1	ACTUAL FQ1	BENCHMARK	PERFORMANCE
90%	89.8%	National benchmark: TBC	



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Indicator: DEG105_03 Increase the use of the Building Standards service towards it being self-funding.

Why measure this? Market the Building Standards service to provide income generation to assist with budget reconciliation and junior staff development.

Commentary: Budget: Income levels are higher than 20/21 but are 14% down from 2019/20 figures with £122,796 to date in 21/22. The market is still affected by the impact of COVID and the increasing costs in materials. This is impacting on the number of warrants with some projects being delayed due to costs or availability of produce. There has been an increase in the applications for completion certificates, as the industry finishes jobs which had been delayed due to COVID. Commercial income from other authorities has stopped

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Indicator: DEG112_03 Deliver the Tarbert and Lochgilphead Regeneration Fund project.

Percentage of project delivery to date

Total spend to date

Why measure this? This strategic development project is delivering Stronger Places. It focuses on delivering physical improvements and creating an outstanding built environment and a sense of place.

Commentary: Lochgilphead Front Green - Following the contract being let to Hawthorn Heights Limited for the main works to the Front Green works have now started on site. Contract end is January 2022. Ardrishaig North Public Realm - Awaiting planning consent and formal application being submitted to Sustrans (Sustainable Transport) for funding, decision will be known end of July. Tender will not be issued until decision is known on funding. Gleaner Phase 2 - Discussions on going with Scottish Canals

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

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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: 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 TfL's winter maintenance budget on track and ensure that the most important routes are treated first.

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: RIS114_01 The percentage of waste that is recycled, composted or recovered.

Why measure

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: RIS114_02 The number of tonnes of waste sent to landfill.

Why measure this? The quarterly Biodegradable Municipal Waste (BMW) to landfill figure is measured by Scottish Environmental Protection Agency

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: RIS114_03 Percentage of street cleanliness.

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

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:

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

TARGET FQ1	ACTUAL FQ1	BENCHMARK	PERFORMANCE
96%	99%	2020/21: TBC 2019/20: 99%	

