

Number Of Success Measures: 8 ñ

BORef	Business Outcome	SM Code	Outcome success measures	Why measure this	Timescale
BO101	We ensure information and support is available for everyone	CSS101_01	Improve the current accuracy rate for registration of births, deaths and marriages by the Council's Registration Service.	This is a quality measure for our statutory Registration Service.	FQ2 Annually (in arrears)
		CSS101_02	Increase public use of corporate social media sites through three categories of information: council news, community success and general use.	We issue informative articles on council services and achievements as well as the area overall. This supports the overall objective of attracting people to the area.	Quarterly
		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.	This illustrates how we aim to get 'right first time' with contact through our Customer Service Centre.	Quarterly
BO102	We provide support, prevention and opportunities to help people make better lifestyle choices	DEG102_01	Protecting health of our people through the delivery of the formally approved Joint Health Protection Plan. (2020-2022 plan)	To monitor progress against the plan to target our own and, multi-agency work with partners, and to take corrective actions where appropriate.	FQ4 Annually
		FIS102_01	Maximise distribution of Scottish Welfare Fund.	We distribute as much of the Scottish Welfare Fund as we can to help vulnerable people. We also have a statutory duty to do this.	Quarterly
		FIS102_02	Scottish Welfare Fund claims processed promptly. (consists of two measures)	We distribute as much of the Scottish Welfare Fund as we can to help vulnerable people. We also have a statutory duty to do this.	Monthly and Annually
		FIS102_03	Maximise distribution of Discretionary Housing Payment (DHP) fund.	We distribute as much of the Discretionary Housing Payments as we can to help vulnerable people. We also have a statutory duty to do this.	FQ4 Annually
		FIS102_04	Process all new benefits claims or changes in circumstances promptly and accurately. (consists of 3 measures)	We process benefit claims quickly as we can to help vulnerable people. We also have a statutory duty to do this.	Monthly
LRS102_01	Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income.	It is important that the correct amount of welfare			

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BO103	We enable a choice of suitable housing options	DEG103_02	The percentage of positive homeless prevention interventions (prevent 1).	We personalise preventative measures to help people access a housing option that meets their needs. This statutory measure recognises the importance to prevent homelessness.	Quarterly
		DEG103_03	The number of empty properties brought into use per annum.	We want to reduce homelessness, improve affordability and help prevent dereliction. We aim to do this by improving the housing supply.	FQ4 Annually
BO104	Our communities are protected and supported	CPD104_01	Number of capacity building support sessions held with community groups.	This measure also relates to the impact measures of increased confidence and effectiveness of community groups through support. The number of support sessions directly relates to the impacts.	Quarterly
		CPD104_02	The percentage of groups who say their effectiveness has increased as a result of capacity building by the team.	This provides an indication of strengthening and developing community groups. This information would be used in inspections of Community Learning and Development.	FQ4 Annually
		CPD104_03	The percentage of groups whose users say they have an increase in confidence or wellbeing.	This illustrates whether the delivery of capacity building support sessions is making a difference to individuals. This measure would be used in inspections of Community Learning and Development.	FQ4 Annually
		DEG104_01	Undertake an enforcement intervention programme to high risk premises in respect of environmental health, animal health and welfare and licensing standards.	High risk premises and activities with the area are proportionally targeted. If any issues are identified, then corrective action takes place.	Quarterly

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BO106	Our lookedafter youngpeopleare supported by effective corporate parenting	EDU106_03	Maintain the lowlevel of exclusi <del>o</del> ncidentsexperiencedby our lookedafter children.	Low level of exclusio <del>h</del> elp to narrow the attainment andachievementgap between our care	

Appendix 1

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BO108	All our children and young people are supported to realise their potential	EDU108_05	All secondary establishments have a minimum of 10 (local community) business partners.	Working with business partners provides wider learning opportunities for pupils and demonstrates partnership working.	FQ2 Annually
BO109	All our adults are supported to realise their potential	EDU109_01	Maintain the number of adults engaged in community learning and development (CLD) employability programmes.	To provide opportunities for citizens within Argyll and Bute to be lifelong learners and increase employability chances.	FQ4 Annually
		EDU109_02	Increase the number of adults with Individual Learning Plans that identify and address employability barriers such as training needs and skills gaps.	Official data indicates there is a steady rise in the number of unemployed adults aged 50+ that require assistance in Argyll and Bute.	FQ4 Annually
BO110	We support businesses employment and development opportunities	DEG110_01	The 12 month survival rate of new small and medium sized businesses.	We support new small and medium sized businesses start up during the difficult first 12 months by offering free impartial and confidential advice. This is a key driver to growing our economy.	Quarterly
		DEG110_02	The number of new business start ups supported.	Topical or legislative workshops and/or advisory supports offered to new business start ups. The advice given is free, impartial and confidential. This is a key driver to growing our economy.	FQ4 Annually
		DEG110_03	The time it takes to determine 'local' planning applications is no longer than 10% above the National Average.	This indicates the efficiency of the Council's planning process. Prompt planning application decisions are a driver to support and help grow the local economy.	Quarterly
		FIS110_01	Increase the total value of rates (NDR) relief awarded.	Good practice to support local businesses to their entitlement, by the end of March 2020 we have to publish the level of relief to businesses.	FQ4 Annually
		FIS110_02	Maintain the percentage of suppliers that are paid within 30 days.	Based on good practice and to best support small and medium size businesses to rely on cash flow.	Quarterly
		LRS110_01	Maintain the percentage of all Council spend that is either under a contract or a Service Agreement (SLA).	Public Sector bodies should have a contract in place for the majority of their spend. This provides effective spend management and illustrates value for money.	Quarterly
		LRS110_02	Maintain the percentage of local suppliers that benefit from the awards of contracts via the procurement portal.	This demonstrates the proportion of local businesses that benefit from contract awards thus supporting and growing the local economy.	Quarterly
		LRS110_03	Maintain the percentage of all Small Medium Enterprises (SMEs) that win Council contracts.	This illustrates the level of support given to Small or Medium Enterprises. This is also reported to the Scottish Government.	Quarterly
LRS110_04	Increase the number of community benefits that are delivered through the contracts awarded locally.	This demonstrates that community benefits are being delivered.	Quarterly		

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BO111	We influence and engage with businesses and policy makers	DEG111_01	An enforcementintvTOOutcome		

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BO113	Our infrastructure is safe and fit for the future	RIS113_01	There are no avoidable weight restrictions in place on our roads and bridges.	Weight restrictions can have a negative effect on the communities, businesses and tourism therefore no weight restrictions will be placed on roads if there is no alternative routes or if there is a local need for unrestricted vehicular access.	Quarterly
		RIS113_02	The percentage of roads in need of maintenance as defined by the annual survey.	A safe and reliable road network is a key requirement to ensure our communities, businesses and the tourist sector can thrive. The Road Condition Index (RCI) is a set of indicators used across the whole of Scotland for the local road network.	FQ4 Annually
		RIS113_03	The percentage of the top priority routes that receive winter weather treatment that are completed on time (Winter Maintenance operations).	To keep our road network safe and connected we strive to ensure that top priority routes receive appropriate and timely winter weather treatment.	Quarterly
		RIS113_04	The percentage of Class 4 potholes that are repaired within 6 hours.	Robust pothole repairs help keep our communities and roads safe. Insurance claims against the council are also kept to a minimum whereby reducing avoidable spend.	Quarterly
		RIS113_05	The percentage of street lighting fault repairs are completed within 10 working days.	Robust street lighting repairs help keep our communities and roads safe.	Quarterly
BO114	Our communities are clean and greener	RIS114_01	The percentage of waste that is recycled, composted or recovered.	We aim to reduce the amount of material going to landfill. Managing the percentage of waste that is recycled, composted or recovered helps to better understand landfill trends and, where possible, apply interventions to increase diversion from landfill.	Quarterly
		RIS114_02	The number of tonnes of waste sent to landfill.	The quarterly Biodegradable Municipal Waste (BMW) to landfill figure is measured by Scottish Environmental Protection Agency (SEPA) and is also a useful indicator of the volume of material going to landfill versus the volume of recycled material. The trend	Quarterly
		RIS114_03	Percentage of street cleanliness.	Measured by Keep Scotland Beautiful to ensure that our local environment is kept clean and tidy.	Quarterly
BO115	We are efficient and cost effective	CSS115_01	Increase the percentage of all Self Service and automated contacts.	Increasing the volume of self service and automated contacts reduces the use of other higher cost channels and improves our efficiency.	Quarterly
		EDU115_01	Our Grant spend is maximised: Gaelic Grant Glaif Looked After Children Attainment funding Scottish Attainment Challenge	Attainment and achievement for our children and young people can be supported if available entitled grants are maximised.	Quarterly

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BO115	We are efficient and cost effective	FIS115_01	The agreed audit plan is delivered.	The agreed audit plan provides assurance that our processes and procedures are thorough.	Quarterly
		FIS115_02	Maintain the high rate of collecting Non Domestic Rates (NDR).	It is important that all local taxes due are collected. We also submit our performance to the Scottish Government.	Quarterly
		FIS115_03	Maintain the high rate of collecting Council Tax.	It is important that all local taxes due are collected.	Quarterly
		LRS115_01	The percentage of complaints that are resolved at stage 1 (within 5 working days).	This illustrates the majority of our complaints are resolved at Stage 1.	Quarterly
		LRS115_02	The percentage of Freedom of Information requests that are responded to within timescales.	This illustrates our compliance to the statutory Freedom of Information requirement.	Quarterly
		LRS115_03	The percentage of subject access requests that are responded to within the Data Protection Act timescales.	This illustrates our compliance to the statutory Data Protection Act requirement.	Quarterly
BO116	We engage and work with our customers, staff and partners	RIS115_01	Percentage of bins collected on time.	The percentage of bins collected on time is something which our communities tell us is important.	Quarterly
		CPD116_01	The information provided to our community groups, individuals and partners is easy to understand.	It is very important that this information is clear and inclusive. This information includes notifications of training opportunities, funding, general advice, signposting to other organisations, and information on legislation relating to community planning.	FQ2 Annually
		CPD116_02	All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee.	It is important for all matters raised to	