ARGYLL AND BUTE COUNCIL

HELENSBURGH AND LOMOND AREA COMMITTEE

CUSTOMER SERVICES

22 MARCH 2018

AREA SCORECARD FQ3 2017-18

1 Background

- 1.1 This paper presents the Area Scorecard and Report for Financial Quarter 3 2017-18 (October-December 2017).
- 1.2 The Report incorporates the requested developments and performance measures. Some measures are presented for the first time this financial year and as a result full commentary may not be available for FQ3 but this will be built upon going forward. Additional measures that provide further information on Council performance regarding Waste and Community Councils respectively have also been included.
- 1.3 Included is the Helensburgh and Lomond Scorecard for information (Appendix 3). Going forward the Scorecard will not be presented at the Area Committee meetings but will be available in Pyramid. From here each performance indicator can be viewed and drilled down for further information if required.
- 1.4 A short key to symbols / layout is attached. (Appendix 1).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented in the Report and supporting commentary where available.
- 2.2 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

Douglas Hendry Executive Director, Customer Services

Jane Fowler Head of Improvement & HR For further information, please contact: Sonya Thomas Performance and Improvement Officer Improvement and HR 01546 604454

Appendix 1: Key to symbols Appendix 2: Word Report in pdf format Appendix 3: Scorecard Options