# ARGYLL AND BUTE COUNCIL CUSTOMER SERVICES

PRS COMMITTEE 28<sup>TH</sup> AUGUST 2014

# **COUNCIL ANNUAL REPORT 2013/14**

# 1.0 EXECUTIVE SUMMARY

1.1 Argyll and Bute Council's Annual Report provides an overview of the council's successes and challenges in 2013/14 and contributes to the council's public performance reporting duty.

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## 2.0 SUMMARY

- 2.1 Although not a statutory requirement, the Annual Report performs an important function in the provision of information to members of the public and other stakeholders in terms of the Council's activity and performance. Publication of an Annual report is recognised as good practice by the Accounts Commission. The report is prepared in a limited number of hard copies and is made available online via the council's website.
- 2.2 The format of the annual report will be reviewed and updated for the 2014/15 Annual Report.

#### 3.0 RECOMMENDATION

It is recommended that the PRS Committee

3.1 Consider and endorse the Council Annual Report

#### 4.0 DETAIL

- 4.1 The annual report provides information on the allocation of council budget and the services delivered by the council. It highlights both key outcomes achieved by Services in the course of the year and areas for improvement. This approach to balanced reporting has been recognised as good practice by the Accounts Commission (June 2014).
- 4.2 As a part of the council's Public Performance Reporting duty, the strategic focus of the annual report is complemented by the operational focus of the Service Annual Performance Reviews (APRs) and by the quarterly performance reports to the Performance Review and Scrutiny Committee.
- 4.3 The annual report is available primarily as an electronic document, with a small number of printed copies produced for elected members and key stakeholders.
- 4.4 The document will be designed, printed and added to the council's performance web pages.

- 4.5 The report 2013/2014 follows the format of reports for previous years. Producing it requires contribution from all Services and can be relatively time consuming for the central team.
- 4.6 In order to achieve greater return on this investment of time and effort, it is proposed to identify alternative approaches to producing the report that will reduce the time required, better follow Accounts Commission good practice in public performance reporting, and better supporting a positive council reputation.

#### 5. CONCLUSION

5.1 The Annual Report highlights the council's successes and challenges in 2013/14.

#### 4.0 IMPLICATIONS

4.1	Policy	The Annual Report fulfils a part of the council's public performance reporting framework
4.2	Financial	There is a small cost associated with the printing of hard copies which is accommodated by the IHR budget

budget

4.3 Legal The council has a duty to publish performance

information

4.4 HR None4.5 Equalities None

4.6 Risk There is a risk to the council's reputation if our

report is of poor quality

4.7 Customer Service The report provides balanced information to our

customers

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## For further information contact:

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## <u>Attachments</u>

Appendix 1: Annual Report 2013-2014