
ARGYLL AND BUTE COUNCIL

COUNCIL

CUSTOMER SUPPORT SERVICES

22 FEBRUARY 2024

COUNCIL ANNUAL REPORT 2022/23

1.0 HEADLINES

This report presents to Council the Council Annual Report (CAR) 2022/23.

2.0 RECOMMENDATIONS

2.1 Council are asked to note the content of the CAR 2022/23 and the wide-ranging examples of exceptional service delivery prior to publishing on the website.

3.0 DETAIL

3.1 The Performance Excellence Project commenced in September 2020. Two outcomes of the project were the frequency of performance reporting and the number of indicators reported at Strategic Committees.

Historically a 6-Month Council Performance Report has been presented to the Audit and Scrutiny Committee (ASC). This 6-Monthly report contained Council-wide performance and has now been incorporated into the Council Annual Report.

Additionally, Quarterly Performance Reports were presented to each of the Strategic Committees. These Performance Reports presented the indicators within Service Plans. These indicators also became known as our Key Performance Indicators.

For 2022/23 the indicators within Service Plans were replaced with a suite of 47 Corporate Outcome Indicators (COIs), the majority of which are annual measures. As a result Performance Reports containing indicators have not been presented to the Strategic Committees during 2022/23.

The CAR 2022/23 therefore pulls together the strategic elements contained in the 6-Monthly reports and details the performance of our 47 Corporate Outcome Indicators.

3.2 The CAR 2022/23 largely pulls information together from the Service Annual Performance Reviews which illustrate, through case studies, some of the Success and Challenges that Services faced during 2022/23. Within the CAR are many examples of the exceptional efforts, the innovative solutions and seamless joined-up working within the council, with our partners and with communities that occurred during

this period.

This year Consultations are not listed in the CAR 2022/23, however, a link is provided in the report to take the reader to the specific section on the Council website.

3.3 The CAR 2022/23 is a key document for the Councils statutory Public Performance Reporting (PPR) duties. As in previous years' the CAR has been posted on the website in pdf format. A short summary of the CAR will also be posted in a web page format. This summary will contain a link to the main report and will comply with The Public Sector Bodies Accessibility Regulations came into force in 2018.

3.4 It should be noted that two Corporate Outcome Indicators presented in the report have commentary or data missing. This is due to timing of the data release and is anticipated that wherever possible this will be resolved prior to publication.

3.5 The CAR is presented by Corporate Outcome in the following order –

- Forewords
- Cross-cutting Strategic Activity including our Challenges
- Our Performance
- Our Successes – Examples of Service Delivery by Corporate Outcome

3.6 The CAR 2022/23 contains 65 pages, the previous years' CAR contained 43 pages. This in itself gives an indication of the continuing volume of case studies and examples of outstanding achievements.

4.0 CONCLUSION

4.1 Council are asked to note the content of the CAR 2022/23 and the wide-ranging examples of exceptional service delivery prior to publishing on the website.

5.0 IMPLICATIONS

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| 5.1 | Policy: | The publication of this report is an activity within our Performance and Improvement Framework. |
| 5.2 | Financial: | None |
| 5.3 | Legal: | Production and publication complies with our Statutory Public Performance Reporting Duties. |
| 5.4 | HR: | None |
| 5.5 | Fairer Scotland Duty – see below | |
| 5.5.1 | Equalities: | This report provides a summary of corporate performance and any equalities impacts are available from the specific Services. Publication complies with The Public Sector Bodies Accessibility Regulations 2018. This report is available in alternative formats upon request. |

- 5.5.2 Socio-economic: None
- 5.5.3 Islands Duty: None
- 5.6 Climate Change: This report highlights examples of how the Council is committed to, and working towards net zero.
- 5.7 Risk: None
- 5.8 Customer Service: This report provides a balanced overview of the Council's performance, challenges and risks for the reporting period as well as examples of cross-cutting improvement activities.
- 5.9 The Rights of the Child (UNCRC): This report highlights examples of how the Council is committed to, and working towards reducing child poverty and improving outcomes for every child.

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APPENDICES

Appendix 1: Council Annual Report 2022/23_Final

Appendix 2: Summary Council Annual Report 2022/23_Final