

# Public Document Pack

## **Argyll and Bute Council** **Comhairle Earra-Ghàidheal Agus Bhòid**

*Executive Director: Douglas Hendry*



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8 December 2020

### **SUPPLEMENTARY PACK 1**

**AUDIT AND SCRUTINY COMMITTEE - BY SKYPE on TUESDAY, 15 DECEMBER 2020 at 10:00 AM**

I enclose herewith appendices 1 and 3 in respect of **item 10 (COUNCIL 6-MONTH PERFORMANCE REPORT – APRIL TO SEPTEMBER 2020)**.

Douglas Hendry  
Executive Director

### **ADDITIONAL ITEM(S) OR ITEM(S) TO FOLLOW**

**10. COUNCIL 6-MONTH PERFORMANCE REPORT - APRIL TO SEPTEMBER 2020**  
(Pages 3 - 6)

Report by Chief Executive/Executive Director with responsibility for Customer Support Services

### **Audit and Scrutiny Committee**

Martin Caldwell (Chair)  
Councillor George Freeman  
Councillor Alan Reid  
Councillor Richard Trail

Councillor Jim Findlay  
Councillor Sir Jamie McGrigor  
Councillor Sandy Taylor (Vice-Chair)  
Councillor Andrew Vennard

Shona Barton, Committee Manager

Contact: Lynsey Innis, Senior Committee Assistant; Tel: 01546 604338

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Joint Over-arching Vision	Argyll and Bute's Economic Success is built on a growing population						
Council Mission	Making Argyll and Bute a place people choose to Live, Learn, Work and do Business						
	Choose Argyll, Love Argyll						
	A Place people choose to Live			A Place people choose to Learn	A Place people choose to Work and Do Business		Getting It Right
Corporate Outcomes	People live active healthier and independent lives	People will live in safer and stronger communities	Children and young people have the best possible start	Education, Skills and training maximise opportunities for all	Our economy is diverse and thriving	We have an infrastructure that supports sustainable growth	
Business Outcomes	<b>BO101</b> We Ensure Information And Support Is Available For Everyone.	<b>BO104</b> Our Communities Are Protected And Supported.	<b>BO106</b> Our Looked After Young People Are Supported By Effective Corporate Parenting.	<b>BO108</b> All Our Children And Young People Are Supported To Realise Their Potential.	<b>BO110</b> We Support Businesses, Employment And Development Opportunities.	<b>BO113</b> Our Infrastructure Is Safe And Fit For The Future.	<b>BO115</b> We Are Efficient And Cost Effective.
	<b>BO102</b> We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices.	<b>BO105</b> Our Natural And Built Environment Is Protected And Respected.	<b>BO107</b> The Support And Lifestyle Needs Of Our Children, Young People, And Their Families Are Met.	<b>BO109</b> All Our Adults Are Supported To Realise Their Potential.	<b>BO111</b> We Influence And Engage With Businesses and Policy Makers.	<b>BO114</b> Our Communities Are Cleaner And Greener.	<b>BO116</b> We Engage And Work With Our Customers, Staff And Partners.
	<b>BO103</b> We Enable A Choice Of Suitable Housing Options.				<b>BO112</b> Argyll & Bute Is Promoted To Everyone.		<b>BO117</b> We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future.
CROSS-CUTTING	Socio-Economic Duty, Equalities, Gaelic						
OUR VALUES	<b>Caring, Committed, Collaborative &amp; Creative</b> <b>Cùramach, Dealasach, Cruthachail agus Com-pàirteach</b>						

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## COUNCIL SCORECARD APRIL – SEPTEMBER 2020

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

Council Scorecard 2019-22

Scorecard owned by: Pippa Milne

Apr-Sep20

## Corporate Outcome 1 - People Live Active, Healthier and Independent Lives

Success Measures 19  
On Track 12

BO101: We Ensure Information And Support Is Available For Everyone

BO102: We Provide Support, Prevention and Opportunities To Help People Make Better Lifestyle Choices

BO103: We Enable A Choice Of Suitable Housing Options

## Corporate Outcome 2 - People Will Live In Safer and Stronger Communities

Success Measures 14  
On Track 4

BO104: Our Communities Are Supported And Protected

BO105: Our Natural And Built Environment Is Protected And Respected

## Corporate Outcome 3 - Children and Young People Have The Best Possible Start

Success Measures 24  
On Track 16

BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting

BO107: The Support And Lifestyle Needs Of Our Children, Young People And Their Families Are Met

## Corporate Outcome 4 - Education, Skills and Training Maximise Opportunities For All

Success Measures 14  
On Track 3

BO108: All Our Children And Young People Are Supported To Realise Their Potential

BO109: All Our Adults Are Supported To Realise Their Potential

## Corporate Outcome 5 - Our Economy Is Diverse and Thriving

Success Measures 30  
On Track 22

BO110: We Support Businesses, Employment And Development Opportunities

BO111: We Influence And Engage With Businesses And Policy Makers

BO112: Argyll And Bute Is Promoted To Everyone

## Corporate Outcome 6 - We Have An Infrastructure That Supports Sustainable Growth

Success Measures 32  
On Track 22

BO113: Our Infrastructure Is Safe And Fit For The Future

BO114: Our Communities Are Cleaner And Greener

## Getting It Right

Success Measures 52  
On Track 30

BO115: We Are Efficient And Cost Effective

BO116: We Engage And Work With Our Customers, Staff And Partners

BO117: We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future



## Council Scorecard 2019-22

Scorecard owned by: **Pippa Milne**

**Apr-Sep20**

[Back to Full Council Scorecard](#)

### Management Information

#### RESOURCES

People		Benchmark	Target	Actual	Status	Trend
A&B Sickness Absence		2.36 Days	2.29 Days		<span>🟢</span>	<span>⬆️</span>
PRDs % complete ABC		90 %	14 %		<span>🔴</span>	<span>⬇️</span>
Financial		Budget	Forecast	Status	Trend	
Finance Revenue totals ABC		£k 166,206	£k 158,035		<span>🔴</span>	<span>⬇️</span>
Customer Relations						
Customer Service ABC	Customer satisfaction		92 %			<span>⬇️</span>
Customer Charter	Stage 1 Complaints		60 %		<span>🔴</span>	<span>⬇️</span>
Number of consultations	Stage 2 Complaints		75 %		<span>🔴</span>	<span>⬆️</span>

#### IMPROVEMENT

##### Strategic Risks

Strategic Risk Register **H 4** **M 5** **L 4**

A&B Council Audit Recommendations		Overdue 19	Due in future 73	Future - off target 9
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##### Operational Risks

	<i>No. of Risks</i>	<i>No. of Green Risks</i>	
HSCP & Live Argyll Red Risk Assets	0	0	
Ex. Dir. Douglas Hendry Red Risk Assets	0	0	
Ex. Dir. Kirsty Flanagan red risk Assets	9	5	