

PERFORMANCE REPORT FQ3 2015-16

1.0 EXECUTIVE SUMMARY

- 1.1 The Council's Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 1.2 This paper presents the Policy and Resources Committee with the Customer Services Departmental performance report with the scorecards for Strategic Finance and Customer Services for FQ3 2015-16 (October - December 2015).
- 1.3 It is recommended that the Policy and Resources Committee reviews the scorecards as presented.

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2.0 INTRODUCTION

- 2.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 2.2 This paper presents the Policy and Resources Committee with the Customer Services Departmental performance report with the scorecards for Strategic Finance and Customer Services for FQ3 2015-16 (October - December 2015).

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee reviews the scorecards as presented.

4.0 DETAIL

- 4.1 The performance scorecard for the Customer Services Department was extracted from the Council's Pyramid performance management system and is comprised of key performance indicators incorporating the four services that make up Customer Services. Likewise the scorecard for Strategic Finance comprises the key performance indicators for this service.

5.0 IMPLICATIONS

5.1	Policy	None
5.2	Financial	None
5.3	Legal	The Council has a duty to deliver best value under the Local Government Scotland Act 2003.
5.4	HR	None
5.5	Equalities	None
5.6	Risk	Ensuring performance is effectively scrutinised by members reduces reputational risk to the council.
5.7	Customer Service	None

Douglas Hendry, Executive Director – Customer Services

For further information contact:

Jane Fowler, Head of Improvement and HR
Kirsty Flanagan, Head of Strategic Finance

Performance Report for Customer Services	Period October – December 2015
<p>Key Successes</p> <ol style="list-style-type: none"> 1. The Helensburgh & Lomond Civic Centre – temporary certificate of occupation received and staff have moved in. 2. Installation of solar pv in both Non-NPDO and NPDO schools successfully completed. The Council has now installed in excess of 1MW of generating capacity via solar pv installations. 3. Successful conclusion to partnership working with Oban Primary Schools Parent Councils relating to local transport issues. This included rescheduling of bus timetables in the Oban town area to alleviate concerns. 4. Community Council By-election process completed 5. Emergency response activities to the Clachan flooding incident 6. Audit Scotland has reported that we are third lowest across Scotland for our level of local authority error and administrative delay overpayments in 2014/15 for Housing Benefit. 7. Highest score achieved of all the local authority mock Procurement Capability Improvement Programme assessments. 	
<p>Key Challenges</p> <ol style="list-style-type: none"> 1. Delivery of Carbon Management Plan target of 20% saving on CO₂ emissions. 2. Preparation underway for Scottish Parliament election and commencing for By–Election in Oban North and Lorn 3. Number of modern apprenticeships – posts have been advertised, unfortunately they have not attracted enough suitable candidates. 4. To manage transition to Scottish Wide Area Network, and make contingency plans for any overrun beyond September 2016 5. Plan for go-live of new CRM and telephony system scheduled for 22 March 6. Finalise implementation planning for introduction of Universal Credit from 7 March 2016 	
<p>Action Points to address the Challenges</p> <ol style="list-style-type: none"> 1. Gap analysis undertaken and projects including 5 NPDO School Solar PV installations (all now completed) and 10 biomass installations (tenders accepted – pre-start meeting undertaken) have been identified to meet the target. Waste arising has recently been increasing so the relationship between waste arising and waste to landfill being reviewed with colleagues from Amenity Services 2. Experienced team in place to deliver nomination, administration and election process 3. Closer working with Schools and opening up age range to attract more suitable applicants for future Modern Apprenticeships posts, work more closely with Job Centre plus and run more promotions on the opportunities. 4. Continued engagement with PathfinderNorth and Capita to ensure Argyll and Bute sites migrate as early as possible, engage with Vodafone to ensure contingency in place if migration should take longer than expected 5. Regular review of progress against plan, managing all risks and issues as these arise. 6. Continued engagement with DWP and other key stakeholders, arranging and delivering awareness events, preparing data for website, agreement of Data Partnership Agreement with DWP, put services in place for assisted digital access and personal 	

budgeting support.



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

Customer Services Scorecard 2015-16

FQ3 15/16

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P Priorities for 2015-17: Customer Services

IMPROVEMENT					Status Trend	
Improvement Plan Outcomes CU	Outcomes	Total No	Off track	On track	Complete	A
		63	1	41	21	
CARP Customer Services		Total No	Off track	On track	Complete	G →
		4	0	4	0	
Customer Service CU		Number of consultations				1
Customer Charter		Stage 1 complaints		87 %	G ↓	
Customer satisfaction 93 %		Stage 2 complaints		86 %	R ↓	
Customer Services Audit Recommendations		Overdue	Due in future	Future - off target		
		0 ↑	17 ↓	0 →		
CU Average Demand Risk		Score	6	Appetite	6	→
CU Average Supply Risk		Score	6	Appetite	6	→

RESOURCES				
People	Benchmark	Target	Actual	Status Trend
Sickness absence CU		1.88 Days	1.83 Days	G ↑
PRDs % complete		90 %	99 %	G
Financial		Budget	Forecast	
Finance Revenue totals CU		£K 39,608	£K 39,352	R ↑
Capital forecasts - current year CU		£K 20,787	£K 16,545	R ↓
Capital forecasts - total project CU		£K 118,397	£K 119,122	A ↑
Efficiency Savings CU	Actions on track Savings	Target	Actual	G →
		6	6	
		£K 241	£K 241	
Asset management red risks	7	On track	7	G →

Customer Services Scorecard 2015-16

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SOA Outcome - The economy is diverse and thriving			
CS02 Businesses supported in claiming Non Domestic Rates relief	Success Measures	1	G
	On track	1	→
CS03 Maximise opportunities for SME's to sell to the Council ...	Success Measures	4	A
	On track	3	↑
CS05 Increased value is delivered from procurement ...	Success Measures	5	
	On track	2	
GL10 Timely provision of Liquor Licences & Civic Government Licences to the public	Success Measures	5	A
	On track	4	↓

SOA Outcome - Children and young people have the best possible start			
FS01 Children are healthier because nutritionally balanced school meals are available ...	Success Measures	6	G
	On track	6	→
GL06 The best interests of children at risk are promoted	Success Measures	1	G
	On track	1	↑

SOA Outcome - People live active, healthier and independent lives			
CS01 Benefits paid promptly whilst minimising fraud	Success Measures	5	A
	On track	4	→

SOA Outcome - People live in safer and stronger communities			
FS02 Communities are safer ... through improved facilities	Success Measures	9	A
	On track	7	→
FS03 We contribute to the sustainability of the local area	Success Measures	6	G
	On track	6	→
FS04 School & public transport meets the needs of communities	Success Measures	3	A
	On track	2	↓
GL01 Framework to support democratic decision making	Success Measures	12	A
	On track	10	→
GL02 Council compliance with governance & info arrangements	Success Measures	5	A
	On track	3	→
GL04 Improve quality of life & safety of residents & visitors	Success Measures	2	G
	On track	2	→
GL07 Community Councils are supported	Success Measures	5	A
	On track	4	→
GL08 Provision of high quality, timely legal advice	Success Measures	2	G
	On track	2	→
GL11 Communities and employees are prepared to deal with major incidents	Success Measures	3	G
	On track	3	→
IH01 We recognise and tackle discrimination and promote equality	Success Measures	3	G
	On track	3	→
IH02 Managers are enabled to manage health and safety effectively	Success Measures	8	A
	On track	8	→
IH05 The Gaelic language is supported and promoted	Success Measures	1	G
	On track	1	↑

Supporting Outcome - Service Delivery Enablers			
CS04 Income from local taxes and sundry debtors is maximised ...	Success Measures	5	A
	On track	4	↓
CS06 IT applications & infrastructure available ... and meet business needs	Success Measures	8	A
	On track	6	↓
CS07 Customers can access council services more easily ... service quality	Success Measures	11	A
	On track	7	→
GL03 Members enabled to deal with their caseload	Success Measures	1	R
	On track	0	→
GL05 Electors enabled to participate in the democratic process	Success Measures	2	G
	On track	2	→
GL09 Provision of high quality ... legal documentation	Success Measures	2	G
	On track	2	↑
IH03 Staff are supported to scrutinise performance and deliver continuous improvement ...	Success Measures	11	A
	On track	8	→
IH04 Our customers and employees are informed and engaged	Success Measures	7	A
	On track	4	→
IH06 Employees have skills/attitudes to deliver efficient/effective services	Success Measures	7	A
	On track	6	↓

Strategic Finance Scorecard 2015-16

FQ3 15/16

Click for full Outcomes

SF01 Effective planning, reporting and management of finance ...	Links to Enablers ABC 7	A →
SF02 Assurance...that financial and management controls are operating effectively	Links to Enablers ABC 7	A ↓

Corporate Support Team Scorecard

Departmental Support Team Scorecard

Internal Audit Team Scorecard

RESOURCES

People	Benchmark	Target	Actual	Status Trend
Sickness absence SF		1.6 Days	1.4 Days	G ↓
PRDs SF		90 %	100 %	G ↑
Financial	Budget	Forecast		
Finance Revenue totals SF	£K 1,899	£K 1,899	G	→
Capital forecasts - current year SF	£K 0	£K 0		
Capital forecasts - total project SF	£K 0	£K 0		
Efficiency Savings SF	Actions on track Savings	Target	Actual	G →
		1	1	
		£K 22	£K 22	

IMPROVEMENT

					Status Trend	
SF Service Improvement Plan 2015-16	Actions	Total No	Off track	On track	Complete	
		15	4	0	11	
Strategic Finance Audit Recommendations	Overdue	Due in future	Future - off target			
	0 →	4 ↑	0	0	→	
CARP Strategic Finance	Total No	Off track	On track	Complete	G →	
	1	0	1	0		
Customer Service SF	Number of consultations				0	
Customer Charter	Stage 1 complaints		100 %	G	→	
Customer satisfaction 90 %	G ↑	Stage 2 complaints		100 %	G →	
SF Average Demand Risk	Score	9	Appetite	9	→	
SF Average Supply Risk	Score	8	Appetite	8	→	

SF01 Effective planning, reporting and management of finance ...			Links to Enablers ABC 7	A			
SF01 Council Finances Managed Effectively - Net	Budget	£ 1,646,578		% rating public audit forum - practice	Actual	70 %	
	Forecast	£ 1,646,578			Target	70 %	
Unaudited Accounts Summarised Report by 30 June	Status	Complete		% rating public audit forum - satisfaction	Benchmark	80 %	
	Target				Actual	77 %	
Annual accounts prepared on time and without qualification	Status	Yes		SF user satisfaction survey - quarterly	Target	80 %	
	Target	Yes			Benchmark	80 %	
Audited Accounts Summary Report by 15 October	Status	Complete		% investment returns	Actual	0.6656 %	
	Target	Complete			Target	0.3605 %	
Budget Summary Report by 31 March	Status	On track		Average loans fund rate	Benchmark	0.3605 %	
	Target				Actual	5.5000 %	
Summary Financial Report - Quarterly	Status	On track		Rate for new long term loans	Target	5.5000 %	
	Target	On track			Benchmark	4.4000 %	
Budget Preparation Timetable	Status	On track		Annual treasury assessment against good practice	Actual	0.9867 %	
	Target				Target	4.5000 %	
Medium Term Financial Strategy Review Regularly	Status	On track		Annual review of treasury management practice statements	Benchmark		
	Target	On track			Actual	100 %	
Budget Monitoring Process	Status	On track		ARCHIVE Annual review of risk management policy etc - by 31 March	Target	100 %	
	Target	On track			Benchmark	100 %	
No of days to distribute monthly routine reports to budget holders	Actual	1.0 Days		ARCHIVE Risks are incorporated in service plans	Actual	Yes	
	Target	4.0 Days			Target	Yes	
	Benchmark	4.0 Days			Benchmark	Yes	
% of direct expenditure fully costed with perf measures	Actual	100.0 %			Actual	Yes	
	Target	100.0 %			Target	Yes	
	Benchmark				Benchmark	Yes	
CIPFA FM Assessment	Status	Delayed not rescheduled					
	Target	On track					

Strategic Finance Scorecard 2015-16			Click for full Scorecard
FQ3 15/16			
SF02 Assurance...that financial and management controls are operating effectively			Links to Enablers ABC 7
SF02 Internal Audit - Net	Budget	£ 252,437	
	Forecast	£ 252,437	
Audit risk assessment prepared by 31 January	Status	On track	
	Target		
Annual Audit Plan	Status	On track	
	Target	On track	
Annual audit plan approved by 31 March	Status	On track	
	Target		
% of audit recommendations accepted.	Actual	100 %	
	Target	100 %	
	Benchmark	100 %	
Annual report on risk management	Status	Complete	
	Target		
Percentage qualified staff	Actual	50 %	
	Target	60 %	
	Benchmark		