

**DEVELOPMENT AND INFRASTRUCTURE SERVICES
PERFORMANCE REPORT FQ4 2016-17 AND FQ1 2017-18**

1.0 INTRODUCTION

- 1.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 1.2 This paper presents the Environment, Development and Infrastructure Committee with the Development and Infrastructure Services departmental performance report with associated scorecard for performance in FQ4 2016-17 (January to March 2017) and FQ1 2017-18 (April to June 2017).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee reviews the scorecard as presented.

3.0 DETAIL

- 3.1 The performance scorecard for Development and Infrastructure Services was extracted from the Council's Pyramid performance management system and is comprised of key performance indicators incorporating the services that make up Development and Infrastructure Services.

4.0 IMPLICATIONS

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

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APPENDICES

FQ4 2016/17 Performance reports and scorecards – Development and Infrastructure Services

FQ1 2017/18 Performance reports and score cards – Development and Infrastructure Services

Key successes

1. The council met with Royal Navy leaders in January for the first meeting of the Senior Management Group focused upon the Strategic Delivery and Development Framework that will consider key themes such as education, economy, community facilities, communication, transportation and housing following the signing of the Memorandum of Understanding (MOU) between the UK Government, the Royal Navy and Argyll and Bute Community Planning Partnership. The UK Government's investment of £1.7 billion in the redevelopment of HMNB Clyde at Faslane will see current staffing numbers of 6,800 grow to 8,200 by 2020, and during the construction phases support 1,000 contractor jobs.
2. The commitment from leading aerospace companies to help develop the business case for Campbeltown took a significant step forward with the announcement by Discover Space UK that it has agreed Memoranda of Understanding (MOU) with leading Space science and technology firms to work on investigating the potential for a horizontal launch spaceport. Argyll and Bute Council, Discover Space UK, supported by Highlands and Islands Enterprise also attended a successful parliamentary reception hosted by our local MP at Westminster aimed at firmly putting the former RAF Airbase at Machrihanish, Campbeltown on the map as a key contender for the UK's first spaceport.
3. The Single Investment Plan designed to attract millions of pounds of funding to Argyll and Bute and used by the council to negotiate a Rural Growth Deal with the UK and Scottish Governments was approved by the Policy and Resources Committee. Intended to attract jobs and people that will bring long-term prosperity the plan identifies key business sectors and highlights a range of national and regional investment projects based upon 5 key areas for growth, namely high quality broadband; more affordable housing and business accommodation; modern transport links; improved branding and marketing of the area; and sufficiently trained and skilled workforce to meet local employment needs.
4. Dunoon and Rothesay are set to benefit from over £1.5 million of Conservation Area Regeneration Scheme funding from Historic Environment Scotland. Rothesay's seafront will benefit from £500k of that funding for repairs and improvements and £1 million will fund regeneration work in Dunoon. These investments come on top of the CHORD investment programmes worth £2.4 million and £8.3 million respectively.
5. The launch of *ThinkDunoon*, the name given to the charrette aimed at engaging local people in the design process of their community held planning and design workshops in the newly refurbished Wooden Pier building in late March. In excess of 350 people attended the workshops and a community feedback session takes place in mid-April.

6. Priority buildings in part of the Inveraray Conservation Area Regeneration Scheme have been given a new lease of life. The Town House, Chamberlain's House, The Old Temperance Hotel and Relief Land have all benefitted from this ambitious conservation project made possible through the £970k Historic Environment Scotland award and £350k council contribution.
7. Construction work to regenerate Hermitage Park in Helensburgh got underway with a sod cutting event. The event involved in excess of 100 representatives of the community, funders, local councillors and officers associated with the £3.3 million pound restoration and redevelopment. The event marked the start of the works programme.
8. New guidance aimed at making the initial stages of the planning process easier whilst protecting and enhancing biodiversity was launched. The guidance includes a checklist for invasive non-native species, helps developers accommodate important species and provide information on how biodiversity can be incorporated into development sites.
9. Building Standards awarded the verifier license by the Scottish Ministers for the geographic area of Argyll and Bute for a further 6 year period commencing May 2017. Of the 32 local authorities, only 17 were awarded this license duration. The service also supplemented their local building warrant income with an additional £90k of income from other local authority area work.
10. Fleet Services generated £125k of commercial income meeting demand from the private sector for vehicle mechanic services.
11. Argyll and Bute has 900 bridges each requiring programmed inspection every 2 years. The annual programme of bridge inspections was advanced ahead of target with 413 inspections carried out against programme of 348. Bridge projects complete during this period included Knock Bridge on Mull where temporary weight arrangements prevented closure. Strengthening works have now commenced and are due to be completed in by early summer. Duck Bay south access road bridge also required essential work and careful traffic management. These works completed ahead of the busy Easter period.
12. Scottish Passenger Transport confirmed a 2017/18 capital programme worth £475k for Helensburgh bus infrastructure upgrades; Helensburgh Park and Ride; and Helensburgh and Lomond Cycleway.
13. More than £100k of Smarter Choices, Smarter Places projects were delivered including the £40k cycle counter upgrade covering 19 cycle and walking routes; and £26k for Helensburgh Active Travel Signage.
14. A comprehensive funding review was undertaken of the previous 5 years of Argyll and Isles Tourism Cooperative (AITC) in order to establish future funding arrangements.

15. 26 new filming enquiries were dealt with, some of which have resulted in further enquiries as well as actual and potential future productions. 6 productions were filmed in Argyll and Bute during this period including a commercial with 20 cast and crew for a day in Port Ellen, Islay.
16. 44 new business start-ups were supported during this quarter bringing the year to date to 104 against a target of 100. 47 new jobs were created bringing the total to 109. Business survival for the 12 months to December 2016 stood at 70%, above target of 62% and above the national benchmark of 67%. Customer satisfaction was recorded at 100%.
17. Amenity services supported local community beach clean-ups in Luss and Arrochar providing refuse bags, litter pickers and uplifting the litter collected. Other community interest for similar support is also welcomed.
18. More than half (50.8%) of the waste collected during this quarter went for recycling following the introduction of the waste and recycling service changes.
19. Planning approval continues to be above the 95% target, with 97% of applications approved. This quarter approvals granted included 5 affordable houses at Lower Kilchattan, Isle of Colonsay where there is an urgent demand for affordable housing on the island. Approval was also given for Phase 3 of Beinn an Tuirc Windfarm on Kintyre for the installation of 18 additional turbines.

Key challenges

1. Address the challenges associated with recycling and waste treatment in the medium to longer term in view of the longer term financial risks and future landfill ban affecting this statutory service.
2. Realise the full potential of the marine infrastructure to support economic growth; undertake a review of Piers and Harbours fees and charges; and a review of marine service operating expenditure.
3. Address planning fee income reductions due in part to the reduction of applications for large scale development. This

Actions to address the challenges

1. Develop a new Waste Strategy based upon a new 25 Year Waste Financial Model and continue to work with the community to improve and increase recycling performance.
2. Ensure that effective consultations, communications and management of the work streams necessary to undertake the review of Piers and Harbours fees and charges. Progress economic opportunities inherent in the Marine Sector independently and collaboratively; and ensure that future marine service operating costs are sustainable.
3. Continue to progress a range of actions to address the reduction

<p>creates budgetary challenges in the face of rising smaller scale planning application numbers. Year to date, planning applications decisions are 5% higher than at the same period last year 1,280 compared with 1,218. Pre-applications have also risen, 8% higher than the same period last year, 1184 compared to 1093.</p> <ol style="list-style-type: none"> 4. Convert managerial action on sickness absence into improved attendance performance essential to the delivery of services. 5. Create parking turnover in the centre of our towns that supports local businesses and consumers, ensuring there is enough short-stay and long-stay parking. 6. Address the financial challenges associated brought about by flooding events and resourcing the council's liabilities with the Flood Risk Management Plan. 7. Strengthen and replace bridges in order to reduce the number of roads with weight restrictions, prioritising those strategically placed on the network and minimising the risk of disruption to communities and the local economy in the event of unplanned road closure. 8. Secure funding that ensures that there is an integrated approach to the five key infrastructure priorities identified in the Single Investment Plan (SIP) namely delivering, high quality mobile and broadband; a wide range of housing and business accommodation; improved transport links; improved marketing and promotion of Argyll and Bute; and improved skills and staff required to grow the local economy. 9. Address Argyll and Bute's declining population, retaining people, particularly younger people in the area. 	<p>in planning fee income. These include digital process efficiency by making the most of e-planning and e-building standards and thoroughly reviewing working processes; carefully managing expenditure; and seeking income generation from private and public business opportunities.</p> <ol style="list-style-type: none"> 4. Continue to support managers in their efforts to improve performance attendance, effectively apply the council's Maximising Attendance Policy and build upon the improved performance. 5. Continue to progress the programme of consultative parking reviews across the area to highlight any issues and to make changes in order to address parking issues as far as possible. 6. Continue to work with SEPA and other Local Plan District partners managing flood risk, this will include studies, the preparation of Surface Water Management Plans and working with the Local Plan district groups to deliver a programme of actions. The council will be preparing Surface Water Management Plans and working with plan district groups to deliver a programme of actions and confirming the financial allocations for the first 6 year cycle of the Flood Risk Management Plan. 7. Essential and preventive works to bridges have been included in the Strategic Asset Management Plan (SAMP) and Asset Strategic Risk Register (ASOR) thereby prioritising resources to the area's roads infrastructure as appropriate. 8. Progress the Single Investment Plan (SIP) with its key purpose of identification of potential funding mechanisms for critical infrastructure projects that will help create a step change in the delivery of economic growth through an anticipated Rural
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10. The result of the Europe Referendum has the potential to have far reaching implications for the Argyll economy. Argyll is a net benefactor of EU funding through Pillar One and Two funding streams that cover aspects such as agriculture payments and programmes such as LEADER. Argyll currently has approximately 1,600 EU citizens working in industries such as tourism, construction and fish processing. If there is a loss of free movement of labour there may be implications for those industries.

Growth Deal (RGD) agreed with the Scottish and UK Governments.

9. Focusing upon the opportunities for economic growth aligned to the four priorities outlined in Scotland's Economy Strategy – Investment; Innovation; Internationalisation; and Inclusive Growth prioritised in the Council's Strategic Economic Development Action Plan as well as taking advantage of the opportunities that the Rural Resettlement Fund brings.
10. Economic Development will maximise the use of existing funding and represent Argyll and Bute Council issues.



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

Development and Infrastructure Scorecard 2016-17

Scorecard owner

Pippa Milne

FQ4 16/17

[Click for Full Outcomes](#)



Priorities for 2015-17: Dev't & Infrastructure

IMPROVEMENT					<i>Status Trend</i>	
Improvement Plan Outcomes DI	Outcomes	Total No	Off track	On track	Complete	
		23	2	0	21	
CARP Development & Infrastructure		Total No	Off track	On track	Complete	G →
		10	0	10	0	
Customer Service DI		Number of consultations		2		
Customer Charter		Stage 1 complaints		64 %	R ↑	
Customer satisfaction	90 %	G ↓	Stage 2 complaints		100 %	G ↑
DI Services Audit Recommendations	R	Overdue	Due in future	Future - off target		
		2 ↓	10 ↑	0 →		
DI Average Demand Risk	Score	8	Appetite	8	→	
DI Average Supply Risk	Score	7	Appetite	7	→	
Health & Safety	Overdue	Rescheduled	Actions in Plan	Complete		
Service H&S Plan Actions	0	2	39	27		
H&S Investigation Actions						

RESOURCES

<i>People</i>	<i>Benchmark</i>	<i>Target</i>	<i>Actual</i>	<i>Status Trend</i>
Sickness absence DI		3.03 Days	3.67 Days	R ↓
PRDs % complete		90 %	91 %	G
<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>		
Finance Revenue totals DI	£K 2,545	£K 2,198		R ↓
Capital forecasts - current year DI	£K 11,519	£K 10,250		R ↓
Capital forecasts - total project DI	£K 116,479	£K 116,536		A ↓
Asset management red risks	6	On track	4	R →

Development and Infrastructure Scorecard 2016-17

FQ4 16/17

Click for
Full Scorecard

SOA Outcome - The economy is diverse and thriving A →			
ET01 Sustainable economic growth in Argyll and Bute	Success Measures	19	G
	On track	18	↑
PR01 Local economy improved by delivery of sustainable development	Success Measures	4	A
	On track	3	→
RA04 Capital projects improve the transport infrastructure	Success Measures	6	G
	On track	6	→
RA05 High level of street cleanliness	Success Measures	1	G
	On track	1	→
RA06 Sustainable disposal of waste	Success Measures	2	G
	On track	2	→
SOA Outcome - We have infrastructure that supports sustainable growth A →			
ET02 A&B better connected, safer & more attractive	Success Measures	6	A
	On track	5	↓
PR05 Improved & enhanced access to natural environment & green networks	Success Measures	2	A
	On track	1	→
PR07 Creation of well designed and sustainable places ...	Success Measures	2	G
	On track	2	→
RA07 Marine Services - maintenance/management of piers/harbours/slips	Success Measures	1	G
	On track	1	→

SOA Outcome - People live in safer and stronger communities A →			
ET03 Renewables ... developed ... for the benefit of communities	Success Measures	2	G
	On track	2	→
ET04 Harness the potential of the third sector ...	Success Measures	3	G
	On track	3	→
PR02 Empowered ... customers ... exercising their legal rights ...	Success Measures	2	G
	On track	2	→
PR03 Secure standards re public health & health protection ...	Success Measures	3	A
	On track	2	↓
PR04 Health, safety etc of people in & around buildings is protected ...	Success Measures	2	G
	On track	2	→
PR06 We live and work in an environment which is safe, promotes health & supports local economy	Success Measures	3	A
	On track	2	↑
RA01 Proportionate, safe and available roads infrastructure	Success Measures	4	A
	On track	2	→
RA02 Roads maintenance strategies ... contribute to economic growth ...	Success Measures	2	G
	On track	2	→
SOA Outcome - People live active, healthier and independent lives G →			
PR08 Protect health of our communities through effective partnership working	Success Measures	2	G
	On track	2	→
Supporting Outcome - Service Delivery Enablers G →			
RA03 Reliable, safe and efficient vehicles fleet	Success Measures	2	G
	On track	2	→

Key successes

1. The Dunbeg Corridor Strategic Masterplan was approved by the council's planning, protective services and licensing committee. Over the next six years 300 homes will be built in the first phase with at least 75 homes set aside for affordable housing.
2. Rothesay Townscape Heritage project was awarded almost £1.9 million following a successful submission of the stage two, Heritage Lottery Fund bid. The grant means that the town around Victoria and Montague streets will benefit from almost £2.7 million of repairs and improvements. The council has already committed £200k to the project and £500k has been from Historic Environment Scotland.
3. All major works to Inveraray's architectural significant buildings at Relief Land have been completed and works at Arkland are due to be completed later in the summer. These projects represent in excess of £2 million of public and private investment.
4. The Inveraray Project Masterplan, part of wide-ranging programme to regenerate and revitalise the historic planned town was approved. Over the next [x]years the plan provides for the development for 180 homes with at least 45 homes set aside for affordable housing. Further development set out in the masterplan includes new business units, tourism and hotel provision, community facilities including the provision for play parks.
5. Following the well-attended Crinan Canal Charrette, the first phase of the regeneration of the Gleaner Oil site in Ardrishaig has been awarded £580k from the Regional Capital Grant Fund. Initial work will focus on the area closest to Pier Square and the refurbishment of the shore site building.
6. With support from the council, the Strategic Timber Transport Scheme has awarded £554k for Argyll and Bute highway, verge and drainage improvements. Roads to benefit will be the B845/C31 Kilchrenan; C30 West Loch Awe; C38 Kilmichael Glen; and B8003 Ormidale.
7. A programme of bus infrastructure improvements in Helensburgh and Lomond are underway as a result of Strathclyde Passenger Transport allocating £100k from their capital programme. These works will include bus shelter replacements and access improvements for mobility impaired passengers.
8. Helensburgh and Lomond Cycleway received a funding boost worth £75k from Strathclyde Passenger Transport to match fund a new section at Cardross following Sustrans award of the same value funding land acquisition and design. Future Sustrans funding for

Argyll and Bute projects are also being pursued to a combined value of £644k.

9. The Dunoon Conservation Area Regeneration Scheme (CARs) got underway during this period following £1 million of secured investment and a successful public consultation carried out in 2016, the Conservation Area extension was confirmed.
10. The second breakwater was put in place during this period that allows the Oban Maritime Quarter transit berthing to become operational over the summer. Valued at £2.5m this project has attracted Regeneration Capital Grant Fund and Highlands and Islands Enterprise investment valued at £1m.
11. Administered by the council, £972k of European Maritime Fisheries funding was made available to benefit local fishing communities, aquaculture and maritime industries. Grants of up to 50% are available for projects meeting FLAG objectives. The grant application submission deadline for the first round was 11th August. There was one submission which is currently being technically assessed.
12. Business Gateway accepted 16 new clients onto the European Regional Development Funded Local Growth Accelerator Programme bringing the total to 49 since the launch in November 2016. To date, one third of the programme valued at £175k has been awarded through 26 grants. The programme has 18 months left to run.
13. Over 400 people participated in the Local Development Plan 2 call for ideas consultation using the Scottish Government's Place Standard tool. The tool was designed to engage communities and develop an understanding of how people feel about their area and has been hailed as a success in engaging the community.
14. Ahead of schedule, Knock Bridge, an 18th century category B listed building on the B8035 on Mull reopened following essential strengthening work. The work completed allows the bridge to carry up to 33 tonnes removing the temporary 7.5 tonne weight limit.
15. Planning approval continues to be above target, with 97% of applications approved. Planning application numbers were fairly stable on the same periods in previous years, however the service recorded its best ever planning application processing times, averaging 8.7 weeks against target of 10 weeks.
16. 33 new filming enquiries were overseen, some of which have resulted in further enquiries as well as actual and potential future productions, including one confirmed drama. 12 productions were filmed in Argyll and Bute during this period including a feature film which involved a cast and crew of 100 for 4 days in the area.
17. Regulatory Services supported the safety and success of Oban Live, Fyne Fest and Tiree Music Festival with further key festival safety preparations ongoing to support Bute Fest.

The 'Argyll190' motorcycle route created by the council continues to promote safe motorcycling on one of the most scenic routes starting at Inveraray then travelling around both sides of the Kintyre peninsula. The initiative seeks to encourage motorcyclists to visit more of Argyll, read more: [Argyll190](#)

<u>Key challenges</u>	<u>Actions to address the challenges</u>
<ul style="list-style-type: none"> Address the challenges associated with recycling and waste treatment in the medium to longer term in view of the longer term financial risks and future landfill ban affecting this statutory service. 	<ul style="list-style-type: none"> Develop a new Waste Strategy based upon a new 25 Year Waste Financial Model and continue to work with the community to improve and increase recycling performance.
<ul style="list-style-type: none"> Realise the full potential of the marine infrastructure to support economic growth; undertake a review of Piers and Harbours fees and charges; and a review of marine service operating expenditure. 	<ul style="list-style-type: none"> Ensure that effective consultations, communications and management of the work streams necessary to undertake the review of Piers and Harbours fees and charges. Progress economic opportunities inherent in the Marine Sector independently and collaboratively; and ensure that future marine service operating costs are sustainable.
<ul style="list-style-type: none"> Continuing uncertainty over fluctuating building standards and planning application fee income due to economic uncertainty and a reduction in applications for large scale development. 	<ul style="list-style-type: none"> Continue to progress a range of actions to address the reduction in fee income and maintain performance levels These include close monitoring of all expenditure; commercial income generation including processing work on behalf of other local authorities; pursuit of Customer Service Excellence across all planning and regulatory services; and digital process efficiency making the most of e-planning and e-building standards.
<ul style="list-style-type: none"> Strengthen and replace bridges in order to reduce the number of roads with weight restrictions, prioritising those strategically placed on the network and minimising the risk of disruption to communities and the local economy in the event of unplanned road closure. 	<ul style="list-style-type: none"> Essential and preventive works to bridges have been included in the Strategic Asset Management Plan (SAMP) and Asset Strategic Risk Register (ASOR) thereby prioritising resources to the area's roads infrastructure as appropriate.

<ul style="list-style-type: none"> • Address the financial challenges brought about by flooding events and resourcing the council's liabilities with the Flood Risk Management Plan. 	<ul style="list-style-type: none"> • Continue to work with SEPA and other Local Plan District partners managing flood risk, this will include studies, the preparation of Surface Water Management Plans and working with the Local Plan district groups to deliver a programme of actions. The council will be preparing Surface Water Management Plans and working with plan district groups to deliver a programme of actions and confirming the financial allocations for the first 6 year cycle of the Flood Risk Management Plan.
<ul style="list-style-type: none"> • Satisfactorily undertake a Review of Advice Services. 	<ul style="list-style-type: none"> • Development of an action plan with partners agencies to deliver the agreed recommendations through the Welfare Reform Group.
<ul style="list-style-type: none"> • Potential changes in the way that trading standards and scientific services are accessed and in future by customers and the council. 	<ul style="list-style-type: none"> • Compile a briefing on Trading Standards North of Scotland Alliance work and continue to work with SCOTSS and other local authorities to review proposals. Continue to monitor progress and review of scientific services in Scotland and assess the impact of the decision of the council.
<ul style="list-style-type: none"> • Continued effective CHORD Programme management including addressing the complexities of the funding model involving eight partners supporting the redevelopment of Rothesay Pavilion. 	<ul style="list-style-type: none"> • Effective working with Rothesay Pavilion Charity and all funding partners to secure commitments and contribution to the overall costs of the project.
<ul style="list-style-type: none"> • Resolve the current LEADER programme on-line application system (LARCS) that supports a streamlined grant application process for applicants and LAG members which in turn supports the strategic delivery of the LEADER programme across Argyll and Bute. 	<ul style="list-style-type: none"> • Concerns have been raised via Highlands and Islands European Partnership to the Scottish Government. LEADER coordinators have also expressed their concerns to the Scottish Government Minister.
<ul style="list-style-type: none"> • Inability to resource infrastructure necessary to achieve economic growth. 	<ul style="list-style-type: none"> • Progress the Single Investment Plan (SIP) with its key purpose of identification of potential funding mechanisms for critical infrastructure projects that will help create a step change in the

	<p>delivery of economic growth through an anticipated Rural Growth Deal (RGD) agreed with the Scottish and UK Governments.</p>
<ul style="list-style-type: none"> • Address Argyll and Bute's declining population, retaining people, particularly younger people in the area. 	<ul style="list-style-type: none"> • Focusing upon the opportunities for economic growth aligned to the four priorities outlined in Scotland's Economy Strategy – Investment; Innovation; Internationalisation; and Inclusive Growth prioritised in the Council's Strategic Economic Development Action Plan as well as taking advantage of the opportunities that the Rural Resettlement Fund brings.
<ul style="list-style-type: none"> • Argyll is a net benefactor of EU funding through Pillar One and Two funding streams that cover aspects such as agriculture payments and programmes such as LEADER. Argyll currently has approximately 1,600 EU citizens working in industries such as tourism, construction and fish processing. If there is a loss of free movement of labour there may be implications for those industries. 	<ul style="list-style-type: none"> • Economic Development will maximise the use of existing funding and represent Argyll and Bute Council issues.
<ul style="list-style-type: none"> • Convert managerial action on sickness absence into improved attendance performance essential to the delivery of services. 	<ul style="list-style-type: none"> • Continue to support managers in their efforts to improve performance attendance, effectively apply the council's Maximising Attendance Policy and build upon the improved performance.



[Click here for Full Scorecard](#)

Management Information

RESOURCES

<i>People</i>	<i>Benchmark</i>	<i>Target</i>	<i>Actual</i>	<i>Status</i>	<i>Trend</i>
Sickness Absence DI		2.98 Days	3.07 Days	R	↑
DI % of PRDs completed		90 %	89 %	R	↓

<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>
Finance Revenue totals DI	€K 2,182	€K 2,182	G	↑
Capital forecasts - current year DI				
Capital forecasts - total project DI				

Asset management red risks	6	On track	1	R	→
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IMPROVEMENT

		<i>Status Trend</i>			
Improvement Plan Outcomes DI	Actions	Total No	Off track	On track	Complete
DI Services Audit Recommendations	R	Overdue	Due in future	Future - off target	
	1	↑	2	↓	0
Customer Service DI		Customer satisfaction	92 %		↑
Customer Charter		Stage 1 Complaints	64 %	R	↓
Number of consultations	2	Stage 2 Complaints	63 %	R	↓



Development and Infrastructure Scorecard 2017-20

Scorecard owned by: Pippa Milne

FQ1 17/18

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

[Click here for Council Scorecard](#)

Roads and Amenity Services

Planning and Regulatory Services

Economic Development and ST

Priorities for 2015-17: Dev't & Infrastructure

[Click here for Management Information](#)

Making A&B a place people choose to live

ABOIP Outcome No.5 - People live active, healthier and independent lives

[Related Business Outcomes](#)

ABOIP Outcome No.6 - People live in safer and stronger communities

[Related Business Outcomes](#)

ABOIP Outcome No.4 - Children and young people have the best possible start

[Related Business Outcomes](#)

Making A&B a place people choose to learn

ABOIP Outcome No.3 - Education, skills and training maximises opportunities for all

[Related Business Outcomes](#)

Making A&B a place people choose to work

ABOIP Outcome No.1 - The economy is diverse and thriving

[Related Business Outcomes](#)

ABOIP Outcome No.2 - We have infrastructure that supports sustainable growth

[Related Business Outcomes](#)

Making it happen

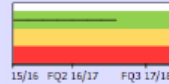
Supporting Outcome - Service Delivery Enablers

[Related Business Outcomes](#)

BO01 The health of our people is protected through effective partnership working [D&I Dept]

Aligns to ABOIP Outcome No. 5

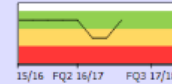
Success Measure **C** ⇒



BO14 Our transport infrastructure is safe and fit for purpose [D&I Dept]

Aligns to ABOIP Outcome No. 6

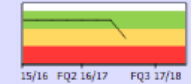
Success Measure **C** ↑



BO24 Waste is disposed of sustainably [D&I Dept]

Aligns to ABOIP Outcome No. 2

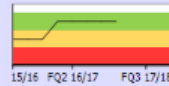
Success Measure **A** ↓



BO05 Information and support are available for everyone [D&I Dept]

Aligns to ABOIP Outcome No. 5

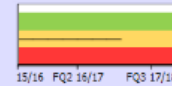
Success Measure **C** ⇒



BO15 Argyll and Bute is open for business [D&I Dept]

Aligns to ABOIP Outcome No. 2

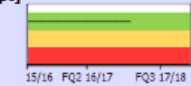
Success Measure **A** ⇒



BO25 Access to and enjoyment of the natural and built environments is improved [D&I Dept]

Aligns to ABOIP Outcome No. 2

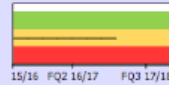
Success Measure **C** ⇒



BO12 High standards of public health and health protection are promoted [D&I Dept]

Aligns to ABOIP Outcome No. 6

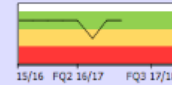
Success Measure **A** ⇒



BO22 Adults are supported to realise their potential [D&I Dept]

Aligns to ABOIP Outcome No. 3

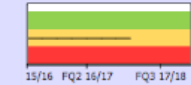
Success Measure **C** ⇒



BO27 Infrastructure and assets are fit for purpose [D&I Dept]

Aligns to Council Outcome MIH

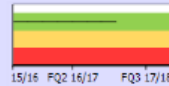
Success Measure **A** ⇒



BO13 Our built environment is safe and improved [D&I Dept]

Aligns to ABOIP Outcome No. 6

Success Measure **C** ⇒



BO23 Economic growth is supported [D&I Dept]

Aligns to ABOIP Outcome No. 1

Success Measure **A** ⇒

