ARGYLL AND BUTE COUNCIL

OBAN, LORN AND THE ISLES AREA COMMITTEE

CUSTOMER SERVICES

13 SEPTEMBER 2017

Development of Area Scorecards

1.0 INTRODUCTION

- 1.1 The Council is in a transition year, during which performance reporting arrangements are being developed in line with the Council's recently approved Performance and Improvement Framework (PIF).
- 1.2 Copies of the new look Council scorecard is appended to this paper to familiarise elected Members with the new formats that are being adopted for all scorecards.
- 1.3 The report presents plans for, and the roles that elected Members will play in, the development and scrutiny of scorecards for each of the council's Administrative Areas.

2.0 FOR CONSIDERATION

- 2.1 The Area Committee notes the new look Council scorecard.
- 2.2 The Area Committee notes the roles and responsibilities of elected Members with regard to performance monitoring, review and scrutiny, as set out in the PIF.
- 2.3 The Area Committee notes the plans for the future development of Area Scorecards.

3.0 DETAIL

- 3.1 Argyll and Bute Council approved the Performance and Improvement Framework (PIF) on 20 April 2015 (https://www.argyll-bute.gov.uk/moderngov/ieListDocuments.aspx?Cld=257&Mld=7442&Ver=4). The PIF replaces the previous Planning and Performance Management Framework. The PIF aims to:
 - simplify the council's performance and improvement processes
 - reduce areas of duplication
 - enable a move away from reporting on what can easily be counted to what is important (what counts)
 - support scrutiny.
- 3.2 The PIF sets out the roles and responsibilities of elected Members. With regards to members of Area Committees, the PIF states that roles of elected Members are to:
 - Set and scrutinise Area Scorecards
 - Work with the Area Community Planning Groups (ACPGs) to ensure that policy objectives are being met

- 3.3 The Council is currently in a transition year while the PIF is being fully implemented. During this time, new performance reporting arrangements are being developed and put in place.
- 3.4 Developments include the production of new scorecards. To illustrate the format and style of new scorecards, the new look Council scorecard for FQ1 2017-18 has been appended to this report.
- 3.5 Area Scorecards for each of the Council's four Administrative Areas will be developed over the coming months. At the next round of meetings, each Area Committee will be offered a suite of measures from which to choose a limited number of indicators for inclusion in its Area Scorecard. These indicators will be:
 - Available at area level
 - Relevant to the delivery of strategic outcomes.

The expectation is that each committee will select its indicators on the basis of what it sees as being priorities for its area.

4.0 CONCLUSION

4.1 This paper has provided the context for the future development of Area Scorecards and an outline of how this will be progressed.

5.0 IMPLICATIONS

- 5.1 Policy: The development of area scorecards and other performance review and monitoring arrangements align to the Council's Performance and Improvement Framework.
- 5.2 Financial: None
- 5.3 Legal: None
- 5.4 HR: None
- 5.5 Equalities: None
- 5.6 Risk: None
- 5.7 Customer Service: None

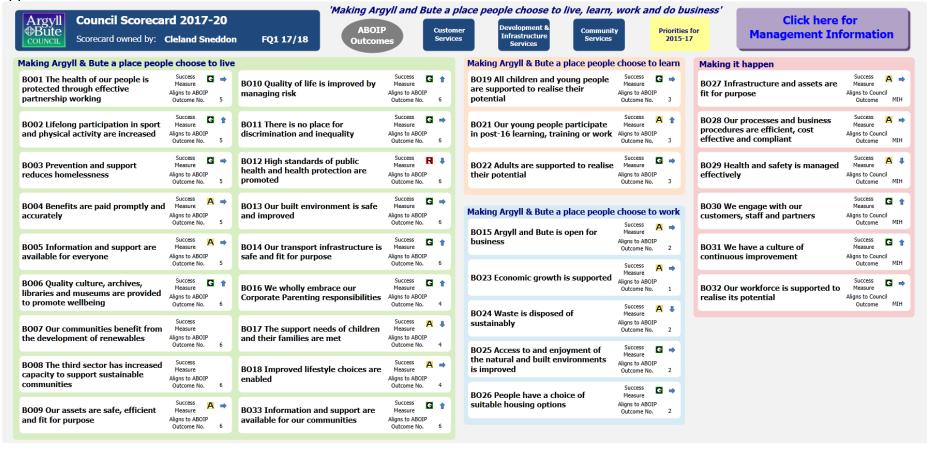
Appendix 1: Council Scorecard FQ1

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For further information, please contact: Lisa Bond, Business Partner, HROD

Appendix 1: Council Scorecard FQ1





Council Scorecard 2017-20

Scorecard owned by: Cleland Sneddon

FQ1 17/18

Back to Full Council Scorecard

Management Information

RESOURCES					
People	Benchmark	Target	Actual	Status	Trend
Sickness Absence ABC	2	2.36 Days	2.65 Days	R	1
PRDs % complete ABC		90 %	70 %	R	1
Financial	Budge	et Fo	recast	Status	Trend
Finance Revenue totals ABC	£K 24,0	74 £K	24,074	G	1
Capital forecasts - current year ABC					
Capital forecasts - total project ABC					
Council Efficiency Savings 2016-13	7 Annual Ta	ırget £	5,187,000)	⇒
On track to be delivered $\pounds 0$	Delivered				
Community Services red risk assets	0				
Customer Services red risk assets	6	3			⇒
Dev't & Infrastructure red risk assets	6	1		E	→

