



Community Services Scorecard 2017-20

Scorecard owned by: **Ann Marie Knowles**

FQ1 17/18

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

[Click here for Council Scorecard](#)

Community & Culture

Education

Priorities for 2015-17: Community Services

[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

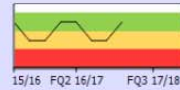
Supporting Outcome - Service Delivery Enablers

Related Business Outcomes

BO02 Lifelong participation in sport and physical activity are increased [CM Dept]

Aligns to ABOIP Outcome No. 5

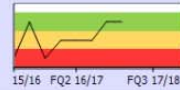
Success Measure **G** ↑



BO03 Prevention and support reduces homelessness [CM Dept]

Aligns to ABOIP Outcome No. 5

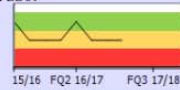
Success Measure **G** →



BO06 Quality culture, archives, libraries and museums are provided to promote wellbeing [CM Dept]

Aligns to ABOIP Outcome No. 6

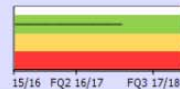
Success Measure **A** →



BO15 Argyll and Bute is open for business [CM Dept]

Aligns to ABOIP Outcome No. 2

Success Measure **G** →



BO16 We wholly embrace our Corporate Parenting responsibilities [CM Dept]

Aligns to ABOIP Outcome No. 4

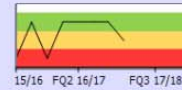
Success Measure **G** ↑



BO17 The support needs of children and their families are met [CM Dept]

Aligns to ABOIP Outcome No. 4

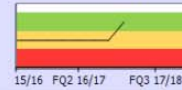
Success Measure **A** ↓



BO18 Improved lifestyle choices are enabled [CM Dept]

Aligns to ABOIP Outcome No. 4

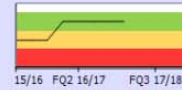
Success Measure **G** ↑



BO19 All children and young people are supported to realise their potential [CM Dept]

Aligns to ABOIP Outcome No. 3

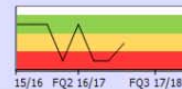
Success Measure **G** →



BO21 Our young people participate in post-16 learning, training or work [CM Dept]

Aligns to ABOIP Outcome No. 3

Success Measure **A** ↑



BO22 Adults are supported to realise their potential [CM Dept]

Aligns to ABOIP Outcome No. 3

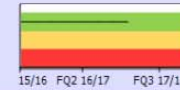
Success Measure **G** →



BO26 People have a choice of suitable housing options [CM Dept]

Aligns to ABOIP Outcome No. 2

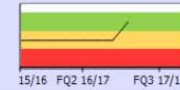
Success Measure **G** →



BO30 We engage with our customers, staff and partners [CM Dept]

Aligns to Council Outcome MIH

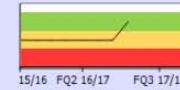
Success Measure **G** ↑



BO31 We have a culture of continuous improvement [CM Dept]

Aligns to Council Outcome MIH

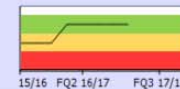
Success Measure **G** ↑



BO32 Our workforce is supported to realise its potential [CM Dept]

Aligns to Council Outcome MIH

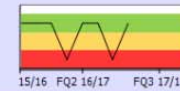
Success Measure **G** →



BO33 Information and support are available for our communities [CM Dept]

Aligns to ABOIP Outcome No. 6

Success Measure **G** ↑





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[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 CM [LGE]		2.1 Days	2.5 Days	R	↑
Sickness Absence CM [Teachers]		1.5 Days	1.4 Days	G	↑
CM % of PRDs completed		90 %	65 %	R	↑
<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>	
Finance Revenue totals CM	£K -3,052	£K -3,052	G	↑	
Capital forecasts - current year CM					
Capital forecasts - total project CM					
Asset management red risks	0	On track			

IMPROVEMENT *Status Trend*

Improvement Plan	Total No	Off track	On track	Complete	
Outcomes CM	Actions	13	0	10	3 A
Community Services Audit Recommendations	Overdue	0 →	Due in future	7 ↑	Future - off target
				0 →	
Customer Service CM	Customer satisfaction				
Customer Charter	Stage 1 Complaints	50 %	R	↓	
Number of consultations	0	Stage 2 Complaints	50 %	R	↓