ARGYLL AND BUTE COUNCIL

BUTE AND COWAL AREA COMMITTEE

CUSTOMER SERVICES

5 DECEMBER 2017

AREA SCORECARD FQ2 2017-18

1 Background

- 1.1 This paper presents the Area Scorecard and Report for financial quarters 1&2 of 2017-18 (April-September 2017).
- 1.2 The Scorecard and Report are being developed and commentary added as a new feature. Some success measures still require commentary. This is a new process and work with responsible officers is ongoing to embed the process.

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary where available.
- 2.2 The Area Committee are asked to note that work in ongoing to embed the new reporting process going forward.
- 2.3 The Area Committee are asked to comment on the content and format of the Scorecard and Report for possible improvements.

Douglas Hendry Executive Director, Customer Services

Jane Fowler Head of Improvement & HR

For further information, please contact:

Sonya Thomas
Performance and Improvement Officer
Improvement and HR
01546 604454