ARGYLL AND BUTE COUNCIL

HELENSBURGH AND LOMOND AREA COMMITTEE

CUSTOMER SERVICES

21 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.

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