#### ARGYLL AND BUTE COUNCIL

# MID ARGYLL, KINTYRE & THE ISLANDS AREA COMMITTEE

#### **CUSTOMER SERVICES**

#### 7 MARCH 2018

## **AREA SCORECARD FQ3 2017-18**

# 1 Background

- 1.1 This paper presents the Area Scorecard and Report for Financial Quarter 3 2017-18 (October-December 2017).
- 1.2 The Report and supporting Scorecard incorporate the requested developments and performance measures. Some measures are presented for the first time this financial year and as a result full commentary may not be available for FQ3 but this will be built upon going forward. Additional measures that provide further information on Council performance regarding Waste and Community Councils respectively have also been included.
- 1.3 Two options of the MAKI Scorecard are presented for discussion and decision. A decision is requested as to which option of Scorecard is required for use within Pyramid (Appendix 3)
  - Option 1 provides the headline information
  - Option 2 includes graph information

Both options are currently available in Pyramid. From here each performance indicator can be viewed and drilled down for further information if required.

1.4 A short key to symbols / layout is attached. (Appendix 1).

## 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 consider and decide if Scorecard Option 1 or 2 is preferred when accessing Pyramid.
- 2.3 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

# **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

Appendix 1: Key to symbols

Appendix 2: Word Report in pdf format

Appendix 3: Scorecard Options