



# Community Services Scorecard 2017-20

Scorecard owned by: **Ann Marie Knowles** FQ3 17/18

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

[Click here for Council Scorecard](#)

Education

Priorities for 2015-17: Community Services

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## 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]



**BO03** Prevention and support reduces homelessness [CM Dept]



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



**BO15** Argyll and Bute is open for business [CE Dept]



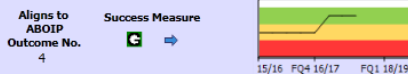
**BO16** We wholly embrace our Corporate Parenting responsibilities [CM Dept]



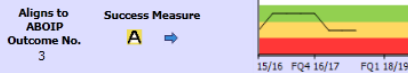
**BO17** The support needs of children and their families are met [CM Dept]



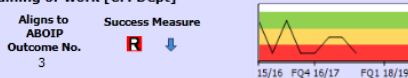
**BO18** Improved lifestyle choices are enabled [CM Dept]



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



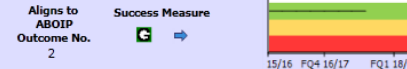
**BO21** Our young people participate in post-16 learning, training or work [CM Dept]



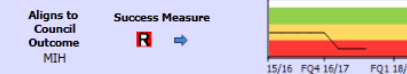
**BO22** Adults are supported to realise their potential [CM Dept]



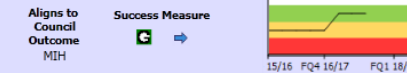
**BO26** People have a choice of suitable housing options [CM Dept]



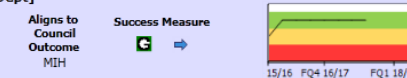
**BO30** We engage with our customers, staff and partners [CM Dept]



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



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



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





**Community Services Scorecard**  
**2017-20** **FQ3 17/18**  
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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	2.3 Days	<b>R</b>	↓
Sickness Absence CM [Teachers]		1.5 Days	1.9 Days	<b>R</b>	↓
CM % of PRDs completed		90 %	60 %	<b>R</b>	↓

<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>
Finance Revenue totals CM	£K 77,643	£K 77,856	<b>A</b>	↓
Capital forecasts - current year CM				
Capital forecasts - total project CM				
Asset management red risks	0	On track		

<b>IMPROVEMENT</b>				<i>Status</i>	
Improvement Plan	Total No	Off track	On track	Complete	
Outcomes CM	Actions	11	6	2	3
Community Services Audit Recommendations	Overdue	Due in future	Future - off target		

<b>Customer Service CM</b>	Customer satisfaction		
Customer Charter	Stage 1 Complaints	0 %	<b>R</b> ↓
Number of consultations	2 Stage 2 Complaints	0 %	<b>R</b> ↓