

**SERVICE ANNUAL PERFORMANCE REVIEWS 2017-18 AND PERFORMANCE  
REPORT – FQ1 2018-19 (APRIL-JUNE)**

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**1. EXECUTIVE SUMMARY**

- 1.1 The Council's Planning and Improvement Framework sets out the process for presentation of the Council's Service Annual Performance Reviews (APRs) and quarterly performance reports.
- 1.2 This paper presents the Policy and Resources Committee with the Service APRs from Customer Services and Strategic Finance for 2017-18 and the performance report with the scorecards for Customer Services and Strategic Finance for FQ1 2018-19 (April-June).
- 1.3 It is recommended that the Policy and Resources Committee endorse the Service APRs and reviews the scorecards as presented.

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**2. INTRODUCTION**

- 2.1 The Planning and Improvement Framework sets out the process for presentation of the Service Annual Performance Reviews (APRs) and the quarterly performance reports.
- 2.2 This paper presents the Policy and Resources Committee with the Service APRs from Customer Services and Strategic Finance for 2017-18 and the departmental performance reports and associated scorecards for performance in FQ1 2018-19 (April – June).

**3. RECOMMENDATIONS**

- 3.1 That the Committee endorse the APRs as presented.
- 3.2 That the Committee reviews the scorecards as presented.

**4. DETAIL**

- 4.1 The Service APR provides a summary of the key successes, improvements and case studies during the past year along with identified key challenges and actions to address the challenges. Every consultation that has occurred is recorded – “We Asked, You Said, We Did”. The results of consultation help inform future service delivery.
- 4.2 The performance scorecard for the Customer Services Department was extracted from the Council’s Pyramid performance management system and is comprised of key performance indicators incorporating the four services that make up Customer Services. Likewise the scorecard for Strategic Finance comprises the key performance indicators for this service.

**5. IMPLICATIONS**

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|-----|---------------------------------------|--|
| 5.1 | Policy                                | None   |
| 5.2 | Financial                             | None   |
| 5.3 | Legal                                 | The Council has a duty to deliver best value under the Local Government Scotland Act 2003.           |
| 5.4 | HR                                    | None   |
| 5.5 | Equalities & Socio<br>Economic Impact | None   |
| 5.6 | Risk                                  | Ensuring performance is effectively scrutinised by members reduces reputational risk to the Council. |

## 5.7 Customer Services None

Appendix 1: Service APRs for Customer Services and Strategic Finance  
Appendix 2: Performance reports and Scorecards

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