ARGYLL AND BUTE COUNCIL **COMMUNITY SERVICES COMMITTEE**

DEVELOPMENT AND INFRASTRUCTURE SERVICES **23RD AUGUST 2018**

SERVICE ANNUAL PERFORMANCE REVIEWS

1.0 EXECUTIVE SUMMARY

1.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation for the Council's Service Annual Performance reviews (APRs).

1.2 This paper presents the Community Services Committee with the Service APR from Housing Services for 2018-19.

1.3 It is recommended that the Community Services Committee endorse the Service APR as presented.

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SERVICE ANNUAL PERFORMANCE REVIEWS

2.0 INTRODUCTION

2.1 The Planning and Improvement Framework (PIF) sets out the process for presentation of the Service Annual Performance Reviews (APRs).

2.2 This paper presents the Community Services Committee with the Service APR from Housing Services for 2018-19.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Community Services Committee endorse the Service APR as presented.

4.0 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.

5.0 IMPLICATIONS

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	None
5.6 Risk	Ensuring performance is effectively scrutinized by Members reduces reputational risk to the Council.
5.7 Customer Service	None.

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Appendix 1 – Housing Service APR template