

AREA SCORECARD FQ1 2018-19

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 1 2018-19 (April-June 2018) and illustrate the agreed performance measures.
- 1.2 Arising from the last Area Committee meeting (5 June 2018) were two requests.
- a) That the Scorecard is formatted to improve readability when viewed through iPads.
 - b) That further statistical information and background is provided on Parking Penalty Notices.

The Area Scorecard and all views have now been formatted. Readability when viewed both through iPads and in the live system has been improved.

The Parking Penalty Notices (PPNs) were added to the Scorecard and commentary provided for FQ4 2017-18.

The responsible officer has been consulted and advises that further information is available. Due to the number of PPNs issued and the level of local detail requested this would involve a large volume of work for both Roads and Amenity and Performance and Improvement. Multiple detailed indicators would need to be built in Pyramid requiring a large volume of data entry each month. However, a more manageable and workable solution is offered, and that is for the responsible officer to be contacted directly with specific targeted requests.

For FQ1 2018-19 the number of Argyll and Bute wide PPNs issued was 2,069; for Bute and Cowal the figure is 137. Additionally, some of the statistical and background information provided may be too detailed for presentation at Area Committees.

Keith Tenant is the responsible officer and can be contacted on 01631 572925 or keith.tennant@argyll-bute.gov.uk

- 1.3 The 'trend' arrow for Car Parking Income has been removed for this reporting period as the data is cumulative for each financial year. The trend arrow will be replaced for FQ2 2018-19.
- 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.
- 2.2 It is recommended that the Area Committee agree to the current level of data for PPNs and to contact the named responsible officer (Keith Tennant) with specific requests regarding further statistical information and background on the PPNs issued within the Bute and Cowal area.
- 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: B&C Scorecard