ARGYLL AND BUTE COUNCIL

OBAN, LORN AND THE ISLES AREA COMMITTEE

CUSTOMER SERVICES

12 SEPT 2018

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 As a result of general feedback the Area Scorecard and all views have been formatted to improve readability when viewed both through iPads and in the live system.
- 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 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: OLI Scorecard