

Customer Services

Development & Infrastructure Services

Community Services

[Click here for Management Information](#)

People live active, healthier and independent lives.

BO01 The health of our people is protected through effective partnership working Success Measure **A** →
 Aligns to ABOIP Outcome No. 5

BO02 Lifelong participation in sport and physical activity are increased Currently no Success Measures aligned
 Aligns to ABOIP Outcome No. 6

BO03 Prevention and support reduces homelessness Success Measure **A** →
 Aligns to ABOIP Outcome No. 5

BO04 Benefits are paid promptly and accurately Success Measure **A** →
 Aligns to ABOIP Outcome No. 5

BO05 Information and support are available for everyone Success Measure **A** →
 Aligns to ABOIP Outcome No. 5

Young people have the best possible start.

BO16 We wholly embrace our Corporate Parenting responsibilities Success Measure **A** →
 Aligns to ABOIP Outcome No. 4

BO17 The support needs of children and their families are met Success Measure **A** ↓
 Aligns to ABOIP Outcome No. 4

BO18 Improved lifestyle choices are enabled Success Measure **C** ↑
 Aligns to ABOIP Outcome No. 4

People live in safer and stronger communities

BO06 Quality culture, archives, libraries and museums are provided to promote wellbeing Currently no Success Measures aligned
 Aligns to ABOIP Outcome No. 6

BO07 Our communities benefit from the development of renewables Success Measure **C** ↑
 Aligns to ABOIP Outcome No. 6

BO08 The third sector has increased capacity to support sustainable communities Currently no Success Measures aligned
 Aligns to ABOIP Outcome No. 6

BO09 Our assets are safe, efficient and fit for purpose Success Measure **A** →
 Aligns to ABOIP Outcome No. 6

BO10 Quality of life is improved by managing risk Success Measure **C** →
 Aligns to ABOIP Outcome No. 6

BO11 There is no place for discrimination and inequality Success Measure **C** →
 Aligns to ABOIP Outcome No. 6

BO12 High standards of public health and health protection are promoted Success Measure **C** →
 Aligns to ABOIP Outcome No. 6

BO13 Our built environment is safe and improved Success Measure **C** →
 Aligns to ABOIP Outcome No. 6

BO14 Our transport infrastructure is safe and fit for purpose Success Measure **A** →
 Aligns to ABOIP Outcome No. 6

BO33 Information and support are available for our communities Currently no Success Measures aligned
 Aligns to ABOIP Outcome No. 6

Education, skills and training maximise opportunities for all

BO19 All children and young people are supported to realise their potential Success Measure **A** →
 Aligns to ABOIP Outcome No. 3

BO21 Our young people participate in post-16 learning, training or work Success Measure **C** ↑
 Aligns to ABOIP Outcome No. 3

BO22 Adults are supported to realise their potential Success Measure **A** ↓
 Aligns to ABOIP Outcome No. 3

Our Infrastructure supports sustainable growth

BO15 Argyll and Bute is open for business Success Measure **A** →
 Aligns to ABOIP Outcome No. 2

BO24 Waste is disposed of sustainably Success Measure **C** ↑
 Aligns to ABOIP Outcome No. 2

BO25 Access to and enjoyment of the natural and built environments is improved Success Measure **C** →
 Aligns to ABOIP Outcome No. 2

BO26 People have a choice of suitable housing options Success Measure **C** →
 Aligns to ABOIP Outcome No. 2

Our Economy is diverse and thriving

BO23 Economic growth is supported Success Measure **A** →
 Aligns to ABOIP Outcome No. 1

Making it happen - Enablers

BO27 Infrastructure and assets are fit for purpose Success Measure **A** →
 Aligns to Council Outcome MIH

BO28 Our processes and business procedures are efficient, cost effective and compliant Success Measure **A** →
 Aligns to Council Outcome MIH

BO29 Health and safety is managed effectively Success Measure **A** ↓
 Aligns to Council Outcome MIH

BO30 We engage with our customers, staff and partners Success Measure **C** →
 Aligns to Council Outcome MIH

BO31 We have a culture of continuous improvement Success Measure **C** →
 Aligns to Council Outcome MIH

BO32 Our workforce is supported to realise its potential Success Measure **C** →
 Aligns to Council Outcome MIH



Council Scorecard 2017-20

Scorecard owned by: **Cleland Sneddon** Apr-Sept18

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Management Information

RESOURCES

<i>People</i>	<i>Benchmark</i>	<i>Target</i>	<i>Actual</i>	<i>Status</i>	<i>Trend</i>
Sickness Absence ABC		4.72 Days	5.87 Days	R	↑
PRDs % complete ABC		90 %	70 %	R	↑
<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>	
Finance Revenue totals ABC	£K 181,018	£K 181,442	A	↑	
Capital forecasts - current year ABC					
Capital forecasts - total project ABC					
<i>Customer Relations</i>					
Customer Service ABC		Customer satisfaction	96 %	G	↑
Customer Charter	G →	Stage 1 Complaints	61 %	R	↓
Number of consultations	8	Stage 2 Complaints	75 %	R	↓

IMPROVEMENT

Strategic Risks

Strategic Risk Register 2017-18	H =	M =	L =
Risk - % exposure	Apr-Sept18	Apr-Sept18	
A&B Council Audit Recommendations	Overdue	Due in future	Future - off target
	0 ↑	25 ↑	0 →

Operational Risks

Community Services red risk assets	0		
Customer Services red risk assets	4	4	G →
Dev't & Infrastructure red risk assets	6	5	G ↑