ARGYLL AND BUTE COUNCIL **COMMUNITY SERVICES COMMITTEE**

CUSTOMER SERVICES: EDUCATION **14 MARCH 2019**

PERFORMANCE REPORT – FQ3

1. EXECUTIVE SUMMARY

1.1 The Council's Planning and Improvement Framework sets out the process for presentation of the council's quarterly performance reports. This paper presents the Community Services Committee with the Education's performance report with the scorecards for Customer Services for FQ3 2018-19 (October - December).

1.2 It is recommended that the Community Services Committee review the scorecards as presented.

ARGYLL AND BUTE COUNCIL **COMMUNITY SERVICES COMMITTEE**

CUSTOMER SERVICES: EDUCATION **14 MARCH 2019**

PERFORMANCE REPORT – FQ3

2. INTRODUCTION

2.1 The Council's Planning and Improvement Framework sets out the process for presentation of the council's quarterly performance reports. This paper presents the Community Services Committee with the Education's performance report with the scorecards for Customer Services for FQ3 2018-19 (October - December).

3. RECOMMENDATIONS

3.1 It is recommended that the Community Services Committee review the scorecards as presented.

4. DETAIL

4.1 The performance scorecard for the Education Service was extracted from the Council's Pyramid performance management system and is comprised of key performance indictors

5. 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 Fairer Scotland Duty: None

5.5.1 Equalities - protected characteristics: None

5.5.2 Socio-economic Duty: None

5.5.3 Islands: None

5.6. Risk: Ensuring performance is effectively scrutinised by members reduces reputational risk to the Council.

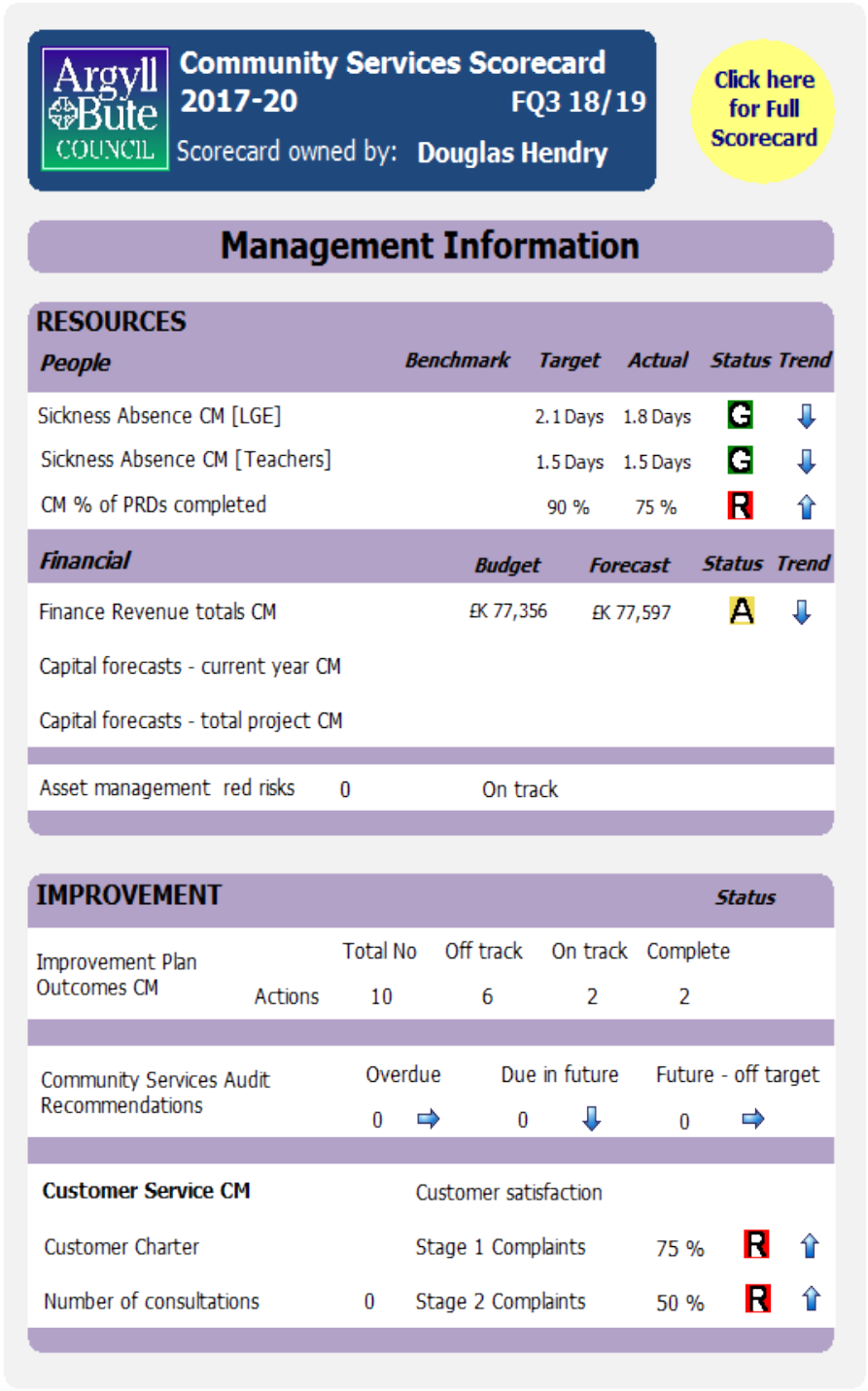
Douglas Hendry
Executive Director of Customer Services

Councillor Yvonne McNeilly
Policy Lead for Education

01 February 2019
For further information contact: Morag Brown, Business Improvement Manager
Morag.brown@argyll-bute.gov.uk
Tel: 01546 604199

APPENDICES
Appendix 1: FQ3 Performance Report and Scorecard

APPENDIX 1: FQ3 PERFORMANCE REPORT AND SCORECARD



Argyll & Bute Council

Community Services Scorecard 2017-20 FQ3 18/19

Scorecard owned by: **Douglas Hendry**

Click here for Full Scorecard

Management Information

RESOURCES

People	*Benchmark*	*Target*	*Actual*	*Status*	*Trend*
Sickness Absence CM [LGE]		2.1 Days	1.8 Days	G	⇩
Sickness Absence CM [Teachers]		1.5 Days	1.5 Days	G	⇩
CM % of PRDs completed		90 %	75 %	R	⇧

Financial	*Budget*	*Forecast*	*Status*	*Trend*
Finance Revenue totals CM	£K 77,356	£K 77,597	A	⇩
Capital forecasts - current year CM				
Capital forecasts - total project CM				

Asset management red risks	0	On track

IMPROVEMENT

		Status			
		Total No	Off track	On track	Complete
Improvement Plan Outcomes CM	Actions	10	6	2	2

	Overdue		Due in future		Future - off target	
Community Services Audit Recommendations	0	⇨	0	⇩	0	⇨

Customer Service CM		Customer satisfaction			
Customer Charter		Stage 1 Complaints	75 %	R	⇧
Number of consultations	0	Stage 2 Complaints	50 %	R	⇧