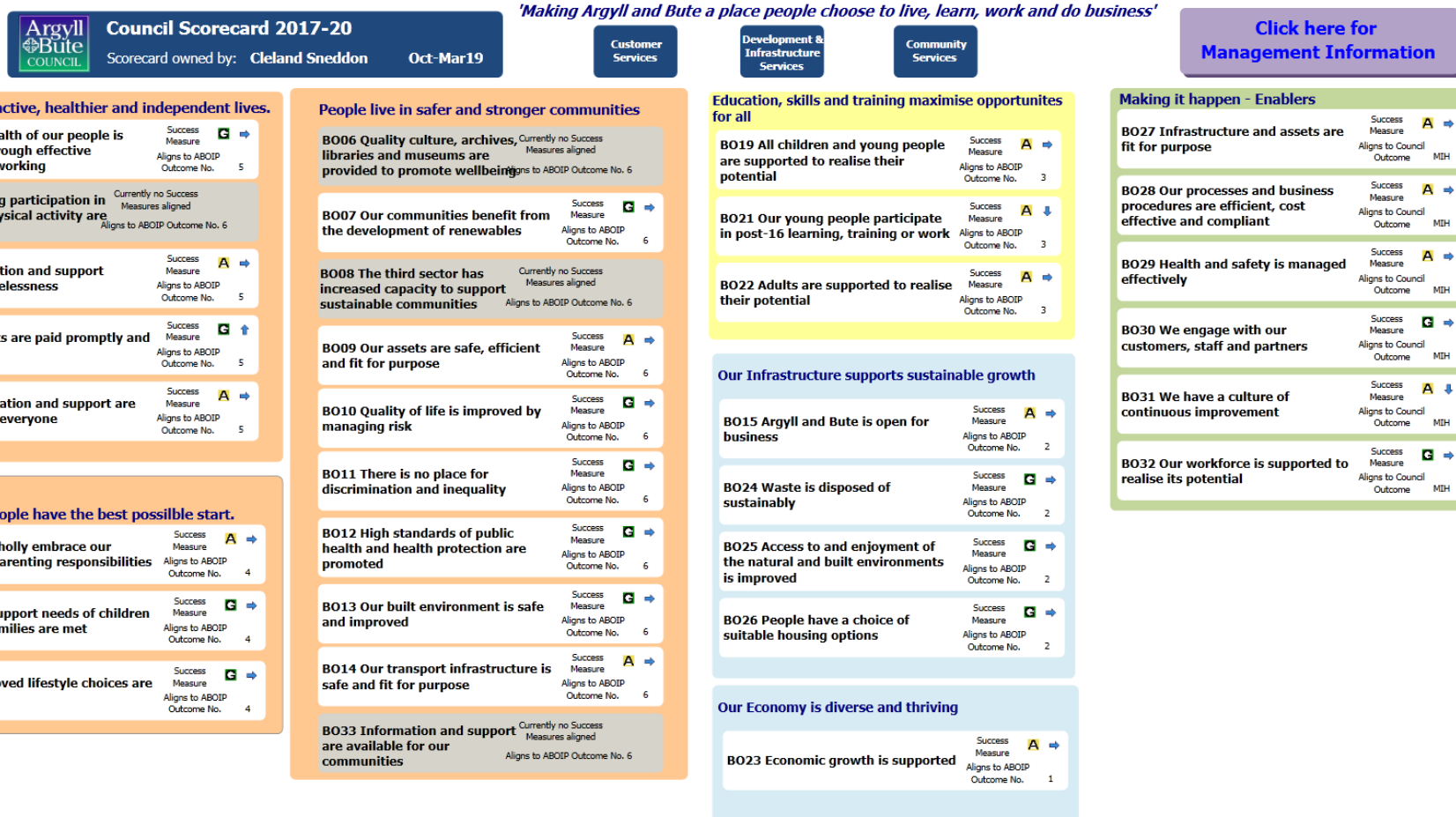


Appendix 2



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 ✔ ➡
Aligns to Council Outcome MIH

BO31 We have a culture of continuous improvement
Success Measure A ↓
Aligns to Council Outcome MIH

BO32 Our workforce is supported to realise its potential
Success Measure ✔ ➡
Aligns to Council Outcome MIH



Council Scorecard 2017-20

Scorecard owned by: **Cleland Sneddon** Oct-Mar19

[Back to Full Council Scorecard](#)

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	6.42 Days	R	↓
PRDs % complete ABC		90 %	80 %	R	↑
<i>Financial</i>	<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>	
Finance Revenue totals ABC	£K 182,137	£K 180,726	R	↓	
Capital forecasts - current year ABC					
Capital forecasts - total project ABC					
<i>Customer Relations</i>					
Customer Service ABC	Customer satisfaction	96 %			↑
Customer Charter	G →	Stage 1 Complaints	78 %	R	↑
Number of consultations	6	Stage 2 Complaints	86 %	R	↑

IMPROVEMENT

Strategic Risks

Strategic Risk Register 2017-19 H = 1 M = 14 L = 0

A&B Council Audit Recommendations	R	Overdue 2 ↓	Due in future 36 ↑	Future - off target 5 ↓
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Operational Risks

Community Services red risk assets	0			
Customer Services red risk assets	4	3	G →	
Dev't & Infrastructure red risk assets	6	5	R ↓	