Argyll & Council Scorecard 2017-20 Scorecard owned by: Cleland Sneddon

Oct-Mar19

'Making Argyll and Bute a place people choose to live, learn, work and do business'

omer Developm rices Infrastru Service Community Services

Click here for Management Information

BO01 The health of our people is protected through effective	Measure Aligns to ABOIP	
partnership working	Outcome No.	5
sport and physical activity are	no Success es aligned DIP Outcome No. 6	
BO03 Prevention and support	Success A Measure	⇒
reduces homelessness	Aligns to ABOIP Outcome No.	5
BOO4 Benefits are paid promptly and	Success G Measure	ŧ
accurately	Aligns to ABOIP Outcome No.	5
BO05 Information and support are	Success A Measure	→
available for everyone	Aligns to ABOIP Outcome No.	5

Young people have the best pos	silble start.	
BO16 We wholly embrace our Corporate Parenting responsibilities	Success A Measure	⇒
	Aligns to ABOIP Outcome No.	4
BO17 The support needs of children	Success G Measure	⇒
and their families are met	Aligns to ABOIP Outcome No.	4
	Success	
BO18 Improved lifestyle choices are	Measure C	-
enabled	Aligns to ABOIP Outcome No.	4

People live in safer and stronger communities BO06 Quality culture, archives, Currently no Success libraries and museums are Measures aligned provided to promote wellbeinigons to ABOIP Outcome No. 6						
BOO7 Our communities benefit from the development of renewables	Success Measure Aligns to ABOIP Outcome No.	⇒ 6				
BOO8 The third sector has Currently no Success increased capacity to support sustainable communities Aligns to ABOIP Outcome No. 6						
BO09 Our assets are safe, efficient and fit for purpose	Success A Measure A Aligns to ABOIP Outcome No.	⇒ 6				
BO10 Quality of life is improved by managing risk	Success Measure Aligns to ABOIP Outcome No.	⇒ 6				
BO11 There is no place for discrimination and inequality	Success G Measure Aligns to ABOIP Outcome No.	→ 6				
BO12 High standards of public health and health protection are promoted	Success Measure Aligns to ABOIP Outcome No.	→ 6				
BO13 Our built environment is safe and improved	Success Measure Aligns to ABOIP Outcome No.	⇒ 6				
BO14 Our transport infrastructure is safe and fit for purpose	Success A Measure Aligns to ABOIP Outcome No.	→				
are available for our	no Success res aligned OIP Outcome No. 6					

for all	nise opportunit
BO19 All children and young people are supported to realise their potential	Success A Measure Aligns to ABOIP Outcome No. 3
BO21 Our young people participate in post-16 learning, training or work	Success A Measure Aligns to ABOIP Outcome No. 3
BO22 Adults are supported to realise their potential	Success A Measure Aligns to ABOIP Outcome No. 3
Our Infrastructure supports sustain	nable growth
BO15 Argyll and Bute is open for business	Success Measure Aligns to ABOIP Outcome No.
BO24 Waste is disposed of sustainably	Success Measure Aligns to ABOIP Outcome No.
BO25 Access to and enjoyment of the natural and built environments is improved	Success Measure Aligns to ABOIP Outcome No.
BO26 People have a choice of	Success G Measure

Our Economy is diverse and thriving

BO23 Economic growth is supported Aligns to ABOIP Outcome No. 1

BO27 Infrastructure and assets are fit for purpose Allies to Outco	re A S
6	
BO28 Our processes and business procedures are efficient, cost effective and compliant Outco	re A ⇒
BO29 Health and safety is managed effectively Success Measus Aligns to Outco	re A S
BO30 We engage with our Measu customers, staff and partners Aligns to Outco	re Council
BO31 We have a culture of continuous improvement Succession Succes	re A + Council
BO32 Our workforce is supported to Measure realise its potential Aligns to Outce	re Gouncil



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Management Information

RESOURCES						
People		Benchmark	Target	Actual	Status	Trend
Sickness Absence ABC		4.	.72 Days	6.42 Day	rs R	1
PRDs % complete ABC			90 %	80 %	R	1
Financial		Budg	et F	orecast	Status	Trend
Finance Revenue totals ABC		£K 182,	137 £K	180,726	R	1
Capital forecasts - current year A	ВС					
Capital forecasts - total project Al	ВС					
Customer Relations						
Customer Service ABC		Customer sa	atisfactio	n 96 %	Ď	1
Customer Charter	\Rightarrow	Stage 1 Co	mplaints	78 %	6 R	1
Number of consultations 6		Stage 2 Co	mplaints	86 %	6 R	1

IMPROVEMENT Strategic Risks						
Strategic Risk Register 2017-19		H	=1	<u>M</u> =	14	L = 0
A&B Council Audit	Ove	erdue	Due i	n future	Future	e - off target
Recommendations	2	1	36	1	5	1
Operational Risks						
Community Services red risk asse	ets		0			
Customer Services red risk asset	5		4	3		G ⇒
Dev't & Infrastructure red risk as	sets		6	5		R 🌗