
ARGYLL AND BUTE COUNCIL

**POLICY AND RESOURCES
COMMITTEE**

CUSTOMER SERVICES

15 AUGUST 2019

SERVICE ANNUAL PERFORMANCE REVIEWS 2018-19

1.0 EXECUTIVE SUMMARY

1.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the Council's Service Annual Performance Reviews (APRs).

1.2 This paper presents the Policy and Resources (P&R) Committee with the Service APRs 2018-19 for Customer Services.

1.3 It is recommended that the P&R Committee endorse the Service APRs 2018-19 as presented.

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2.0 INTRODUCTION

2.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the Council's Service Annual Performance Reviews (APRs).

2.2 This paper presents the P&R Committee with the Service APRs 2018-19 for Customer Services and Strategic Finance.

3.0 RECOMMENDATIONS

3.1 Is it recommended that the P&R Committee endorse the Service APRs 2018-19 as presented.

4.0 DETAIL

4.1 The Service APR provides a summary of the key successes, improvements and case studies during the past year along with identified key challenges and actions to the address the challenges. Every consultation that has occurred is recorded - 'We Asked, You Said, We Did'. The results of consultation help to inform future service delivery.

The Service APR is supported with the Service Annual Scorecard 2018-19.(Appendix 1).

Each Service has identified evidence of good practice, these are illustrated and attached as Case Studies (Appendix 2).

5.0 IMPLICATIONS

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|-------|----------------------|--|
| 5.1 | Policy | None |
| 5.2 | Financial | None |
| 5.3 | Legal | The Council has a duty deliver best value under the Local Government Scotland Act 2003. |
| 5.4 | HR | None |
| 5.5 | Fairer Scotland Duty | None |
| 5.5.1 | Equalities | 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. |
| 5.7 | Customer Service | None |

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Policy Lead: Cllr Rory Colville

10 June 2019

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APPENDICES

Appendix 1: Customer Services and Strategic Finance Annual Performance Reviews
2018-19

Appendix 2: Customer Services and Strategic Finance Case Studies 2018-19