ARGYLL AND BUTE COUNCIL	**BUTE AND COWAL AREA COMMITTEE**
CUSTOMER SERVICES	**3 SEPTEMBER 2019**

AREA SCORECARD FQ1 2019-20

1 Background

1.1 This paper presents the Area Report and Scorecard for Financial Quarter 1 2019/20 (April-June 2019) and illustrates the agreed performance measures.

1.2 A summary of all the measures is now included at the start of the report. The summary provides an overview of the number of measures and how many are Red, Amber, Green or No Target.

1.3 To improve the response to performance queries, it is requested that either Sonya Thomas or the Responsible Named Officer are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.

1.4 A short key to symbols / layout is attached. (Appendix 2).

1.5 From Financial Year 2019/20 a new suite of Business Outcomes aligned to the Corporate Plan are used. For information these are attached. (Appendix 4).

2 Recommendations

2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.

2.2 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either Sonya Thomas or the Responsible Named Officer with any queries.

2.3 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

3.0 IMPLICATIONS

3.1	Policy	None
3.2	Financial	None
3.3	Legal	None
3.4	HR	None
3.5	Fairer Scotland Duty	No impact assessment required for this report.
3.5.1	Equalities – protected characteristics	N/A
3.5.2	Socio-economic Duty	N/A
3.5.3	Islands	N/A
3.6	Risk	None
3.7	Customer Service	None

Pippa Milne, Executive Director

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Head of Customer Support Services

For further information, please contact:
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Appendix 1: Key to symbols
Appendix 2: Word Report in pdf format
Appendix 3: B&C Scorecard
Appendix 4: Business Outcomes aligned to Corporate Plan