
ARGYLL AND BUTE COUNCIL

**COMMUNITY SERVICES
COMMITTEE**

EDUCATION SERVICE & HOUSING SERVICE

5 SEPTEMBER 2019

SERVICE ANNUAL PERFORMANCE REVIEW 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 Community Services (CS) Committee with the Service APRs and Case Studies 2018-19 for Education and Housing.

1.3 It is recommended that the CS 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 Community Services (CS) Committee with the Service APRs and Case Studies 2018-19 for Education and Housing.

3.0 RECOMMENDATIONS

3.1 It is recommended that the CS 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.

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

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 |

Douglas Hendry, Executive Director

Pippa Milne, Executive Director

Policy Lead: Cllr Yvonne Mcneilly - Education

Policy Lead: Cllr Robin Currie – Communities, Housing, Islands and Gaelic

10 June 2019

For further information contact:

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APPENDICES

Appendix 1: Education Annual Performance Review 2018-19

Appendix 2: Education Case Studies 2018-19

Appendix 3: Housing Annual Performance Review 2018-19

Appendix 4: Housing Case Studies 2018-19