
ARGYLL AND BUTE COUNCIL

**POLICY AND RESOURCES
COMMITTEE**

**CHIEF EXECUTIVE AND
EXECUTIVE DIRECTORS**

17 DECEMBER 2019

FQ2 2019/20 PERFORMANCE REPORT:

- **Legal And Regulatory Support Service**
 - **Commercial Services**
 - **Customer And Support Services**
 - **Financial Services including Community Planning And Development**
-

1.0 EXECUTIVE SUMMARY

1.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the Quarterly Performance Reports. This paper presents the Policy and Resources (P&R) Committee with the following FQ2 2019-20 (July to September) Performance Reports –

- Legal and Regulatory Support Service
- Commercial Services
- Customer and Support Service
- Financial Services including Community Planning and Development

1.2 The P&R Committee are asked to note that the Performance Report is currently in Draft format. The report will be available in Final format after presentation at SMT on 25 November 2019 following which it will be submitted for the P&R Pre-agenda.

Each Services' accompanying Scorecard is marked 'To Follow'. The Scorecards are currently being rebuilt to reflect the corporate management restructure. It is anticipated that this will be complete week commencing 2 December 2019 and represented along with the Final Performance Report.

1.3 It is recommended that the P&R Committee reviews the FQ2 2019/20 Performance Report 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 Quarterly Performance Reports. This paper presents the Policy and Resources (P&R) Committee with the following FQ2 2019-20 (July to September) Performance Reports –

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3.0 RECOMMENDATIONS

3.1 It is recommended that the P&R Committee reviews the FQ2 2019/20 Performance Reports as presented.

4.0 DETAIL

4.1 The performance reports have been extracted from the Council's Pyramid performance management system and comprise of key success measures.

4.2 Commentary on the success measures within the Scorecards can be interrogated via the Pyramid system.

5.0 IMPLICATIONS

5.1 Policy None

5.2 Financial None

5.3 Legal The Council has a duty to deliver best value under the Local Government in Scotland Act 2003

5.4 HR None

5.5 Fairer Scotland Duty: (please refer to guidance on Hub)

5.5.1 Equalities - protected characteristics None

5.5.2 Socio-economic Duty None

5.5.3 Islands None

5.6. Risk Ensuring performance is effectively scrutinised by members

5.7 Customer Service None

Chief Executive and Executive Directors

Policy Leads

Cllr Aileen Morton

Cllr Gary Mulvaney

Cllr Rory Colville

21 November 2019

For further information contact:

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APPENDICES

Appendix 1 – Draft FQ2 2019/20 Performance Reports for -

- Legal and Regulatory Support Service
- Commercial Services
- Customer Support Services
- Financial Services including Community Planning and Development

Appendix 2 - Scorecards 'To Follow'