

Council Scorecard – Corporate and Business Outcomes: April to September 2019

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

Argyll Bute COUNCIL Council Scorecard 2019-22
Scorecard owned by: Cleland Sneddon Apr-Sept19

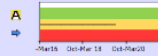
Customer Services

Development & Infrastructure Services

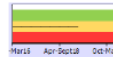
Community Services

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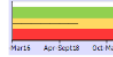
Corporate Outcome 1 - People Live Active, Healthier and Independent Lives

Success Measures 


BO101: We Ensure Information And Support Is Available For Everyone

Success Measures 

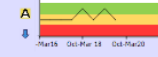
BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices

Success Measures 


BO103: We Enable A Choice Of Suitable Housing Options

Success Measures 

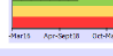
Corporate Outcome 2 - People Will Live In Safer and Stronger Communities

Success Measures 

BO104: Our Communities Are Supported And Protected

Success Measures 

BO105: Our Natural And Built Environment Is Protected And Respected

Success Measures 

Corporate Outcome 3 - Children and Young People Have The Best Possible Start

Success Measures 

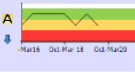
BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting

Success Measures 

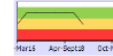
BO107: The Support And Lifestyle Needs Of Our Children, Young People And Their Families Are Met

Success Measures 

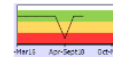
Corporate Outcome 4 - Education, Skills and Training Maximise Opportunities For All

Success Measures 

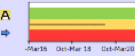
BO108: All Our Children And Young People Are Supported To Realise Their Potential

Success Measures 

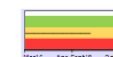
BO109: All Our Adults Are Supported To Realise Their Potential

Success Measures 

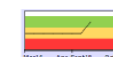
Corporate Outcome 5 - Our Economy Is Diverse and Thriving

Success Measures 

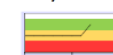
BO110: We Support Businesses, Employment And Development Opportunities

Success Measures 

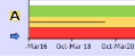
BO111: We Influence And Engage With Businesses And Policy Makers

Success Measures 

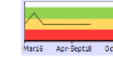
BO112: Argyll And Bute Is Promoted To Everyone

Success Measures 

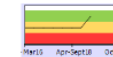
Corporate Outcome 6 - We Have An Infrastructure That Supports Sustainable Growth

Success Measures 

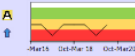
BO113: Our Infrastructure Is Safe And Fit For The Future

Success Measures 


BO114: Our Communities Are Cleaner And Greener

Success Measures 

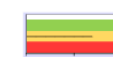
Getting It Right

Success Measures 

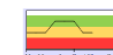
BO115: We Are Efficient And Cost Effective

Success Measures 

BO116: We Engage And Work With Our Customers, Staff And Partners

Success Measures 

BO117: We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future

Success Measures 



Council Scorecard 2019-22

Scorecard owned by: **Cleland Sneddon** Apr-Sept19

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RESOURCES

People		Benchmark	Target	Actual	Status	Trend
Sickness Absence ABC			4.72 Days	4.45 Days	G	↑
PRDs % complete ABC			90 %	68 %	R	↓
Financial		Budget	Forecast	Status	Trend	
Finance Revenue totals ABC		£K 21,754	£K 21,754	A	↑	
Capital forecasts - current year ABC						
Capital forecasts - total project ABC						
Customer Relations						
Customer Service ABC		Customer satisfaction		96 %		↑
Customer Charter	G	→	Stage 1 Complaints	0 %	G	↓
Number of consultations	7		Stage 2 Complaints	0 %	G	↓

IMPROVEMENT

Strategic Risks

Strategic Risk Register = = =

A&B Council Audit Recommendations		Overdue 3	Due in future 52	Future - off target 1
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Operational Risks

Community Services red risk assets	0			
Customer Services red risk assets	4	4		→
Dev't & Infrastructure red risk assets	6	5		→

Financial reporting for FQ2 2019/20 is covered in the Financial Report presented at the Policy & Resources Committee on 17th December 2019.

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



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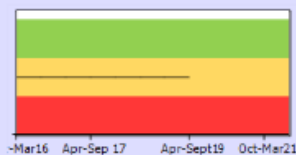
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Corporate Outcome 1 - People Live Active, Healthier and Independent Lives

Success Measures

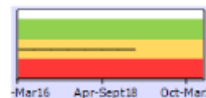
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BO101: We Ensure Information And Support Is Available For Everyone

Success Measures

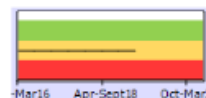
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BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices

Success Measures

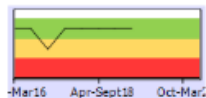
A →



BO103: We Enable A Choice Of Suitable Housing Options

Success Measures

C →



Customer
Services

Development &
Infrastructure
Services

Community
Services

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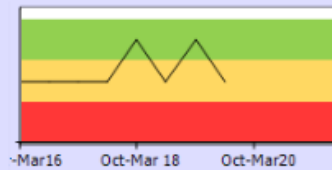
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Corporate Outcome 2 - People Will Live In Safer and Stronger Communities

Success Measures

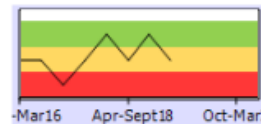
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BO104: Our Communities Are Supported And Protected

Success Measures

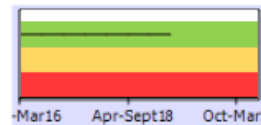
A



BO105: Our Natural And Built Environment Is Protected And Respected

Success Measures

C



Customer
Services

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Services

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Services

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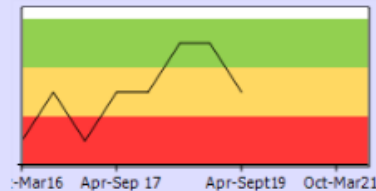
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Corporate Outcome 3 - Children and Young People Have The Best Possible Start

Success Measures

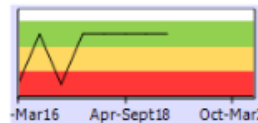
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BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting

Success Measures

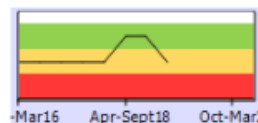
C



BO107: The Support And Lifestyle Needs Of Our Children, Young People And Their Families Are Met

Success Measures

A



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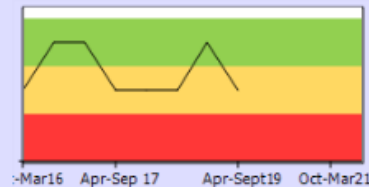
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Corporate Outcome 4 - Education, Skills and Training Maximise Opportunities For All

Success Measures

A ↓

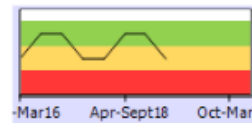


B0108: All Our Children And Young People Are Supported To Realise Their Potential

Success Measures

A

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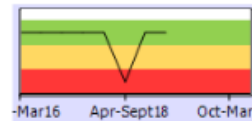


B0109: All Our Adults Are Supported To Realise Their Potential

Success Measures

C

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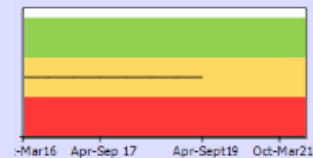
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Corporate Outcome 5 - Our Economy Is Diverse and Thriving

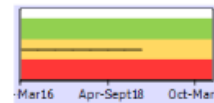
Success Measures **A** ➡



BO110: We Support Businesses, Employment And Development Opportunities

Success Measures

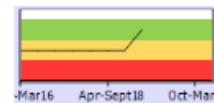
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BO111: We Influence And Engage With Businesses And Policy Makers

Success Measures

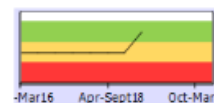
C



BO112: Argyll And Bute Is Promoted To Everyone

Success Measures

C



Customer
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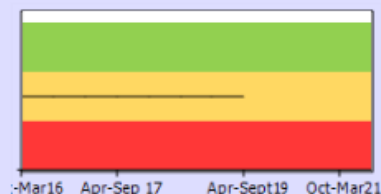
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Corporate Outcome 6 - We Have An Infrastructure That Supports Sustainable Growth

Success Measures

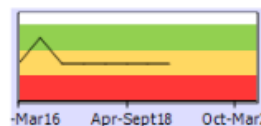
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B0113: Our Infrastructure Is Safe And Fit For The Future

Success Measures

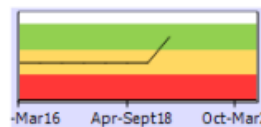
A



B0114: Our Communities Are Cleaner And Greener

Success Measures

C



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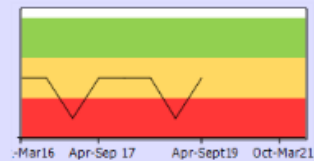
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Getting It Right

Success Measures

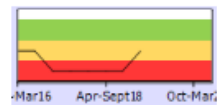
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BO115: We Are Efficient And Cost Effective

Success Measures

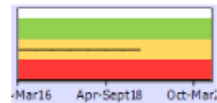
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BO116: We Engage And Work With Our Customers, Staff And Partners

Success Measures

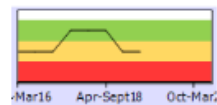
A



BO117: We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future

Success Measures

A



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