

COUNCIL SCORECARD OCTOBER – MARCH 2020

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



Council Scorecard 2019-22

Scorecard owned by: Pippa Milne

Oct-Mar20

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

Success Measures 33
On Track 27

BO101: We Ensure Information And Support Is Available For Everyone

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

BO103: We Enable A Choice Of Suitable Housing Options

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

Success Measures 13
On Track 11

BO104: Our Communities Are Supported And Protected

BO105: Our Natural And Built Environment Is Protected And Respected

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

Success Measures 24
On Track 22

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

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

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

Success Measures 17
On Track 15

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

BO109: All Our Adults Are Supported To Realise Their Potential

Corporate Outcome 5 - Our Economy Is Diverse and Thriving

Success Measures 31
On Track 26

BO110: We Support Businesses, Employment And Development Opportunities

BO111: We Influence And Engage With Businesses And Policy Makers

BO112: Argyll And Bute Is Promoted To Everyone

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

Success Measures 26
On Track 22

BO113: Our Infrastructure Is Safe And Fit For The Future

BO114: Our Communities Are Cleaner And Greener

Getting It Right

Success Measures 60
On Track 50

BO115: We Are Efficient And Cost Effective

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

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



Council Scorecard 2019-22

Scorecard owned by: **Pippa Milne**

Oct-Mar20

[Back to Full Council Scorecard](#)

Management Information

RESOURCES

<i>People</i>		<i>Benchmark</i>	<i>Target</i>	<i>Actual</i>	<i>Status</i>	<i>Trend</i>
A&B Sickness Absence		2.36 Days	3.19 Days	R	↓	
PRDs % complete ABC		90 %	50 %	R	↓	
<i>Financial</i>		<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>	
Finance Revenue totals ABC		£k 166,206	£k 158,035	R	↑	
<i>Customer Relations</i>						
Customer Service ABC		Customer satisfaction	95 %		↑	
Customer Charter		Stage 1 Complaints	61 %	R	↑	
Number of consultations	9	Stage 2 Complaints	67 %	R	↑	

IMPROVEMENT

Strategic Risks

Strategic Risk Register	H	1	M	14	L	0
-------------------------	----------	---	----------	----	----------	---

A&B Council Audit Recommendations	R	Overdue	Due in future	Future - off target
		8 ↓	40 ↓	8 ↓

Operational Risks

	<i>No. of Risks</i>	<i>No. of Green Risks</i>
HSCP & Live Argyll Red Risk Assets	0	0
Ex. Dir. Douglas Hendry Red Risk Assets	0	0
Acting Ex. Dir. Kirsty Flanagan red risk Assets	9	8

R →