

## COUNCIL SCORECARD APRIL – SEPTEMBER 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**

**Apr-Sep20**

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

<b>Success Measures</b>	<b>19</b>	BO101: We Ensure Information And Support Is Available For Everyone
<b>On Track</b>	<b>12</b>	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

<b>Success Measures</b>	<b>14</b>	BO104: Our Communities Are Supported And Protected
<b>On Track</b>	<b>4</b>	BO105: Our Natural And Built Environment Is Protected And Respected

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

<b>Success Measures</b>	<b>24</b>	BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting
<b>On Track</b>	<b>16</b>	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

<b>Success Measures</b>	<b>14</b>	BO108: All Our Children And Young People Are Supported To Realise Their Potential
<b>On Track</b>	<b>3</b>	BO109: All Our Adults Are Supported To Realise Their Potential

### Corporate Outcome 5 - Our Economy Is Diverse and Thriving

<b>Success Measures</b>	<b>30</b>	BO110: We Support Businesses, Employment And Development Opportunities
<b>On Track</b>	<b>22</b>	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

<b>Success Measures</b>	<b>32</b>	BO113: Our Infrastructure Is Safe And Fit For The Future
<b>On Track</b>	<b>22</b>	BO114: Our Communities Are Cleaner And Greener

### Getting It Right

<b>Success Measures</b>	<b>52</b>	BO115: We Are Efficient And Cost Effective
<b>On Track</b>	<b>30</b>	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**

**Apr-Sep20**

[Back to Full Council Scorecard](#)

### Management Information

#### RESOURCES

People		Benchmark	Target	Actual	Status	Trend
A&B Sickness Absence		2.36 Days	2.29 Days		<span>🟢</span>	<span>⬆️</span>
PRDs % complete ABC		90 %	14 %		<span>🔴</span>	<span>⬇️</span>
Financial		Budget	Forecast	Status	Trend	
Finance Revenue totals ABC		£k 166,206	£k 158,035		<span>🔴</span>	<span>⬇️</span>
Customer Relations						
Customer Service ABC	Customer satisfaction		92 %			<span>⬇️</span>
Customer Charter	Stage 1 Complaints		60 %		<span>🔴</span>	<span>⬇️</span>
Number of consultations	Stage 2 Complaints		75 %		<span>🔴</span>	<span>⬆️</span>

#### IMPROVEMENT

##### Strategic Risks

Strategic Risk Register **H 4** **M 5** **L 4**

A&B Council Audit Recommendations		Overdue	Due in future	Future - off target
		19	73	9

##### 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	
Ex. Dir. Kirsty Flanagan red risk Assets	9	5	