
ARGYLL AND BUTE COUNCIL

POLICY AND RESOURCES COMMITTEE

CUSTOMER SUPPORT SERVICES

13 MAY 2021

PERFORMANCE REPORTS FQ4 2020/21 –

FINANCIAL SERVICES

COMMERCIAL SERVICES

LEGAL AND REGULATORY SUPPORT

CUSTOMER SUPPORT SERVICES

1.0 EXECUTIVE SUMMARY

- 1.1 The Council's Performance and Improvement Framework (PIF) sets out the presentation process for regular performance reporting. As a consequence of Covid-19 alternative options for each PIF activity have been agreed by the Strategic Management Team.
- 1.2 This paper presents the Policy and Resources Committee with the FQ4 2020/21 performance report for Financial Services, Commercial Services, Legal and Regulatory Support and Customer Support Services.
- 1.3 It is recommended that the Policy and Resources Committee reviews and scrutinises the FQ4 2020/21 Performance Report as presented.

PERFORMANCE REPORTS FQ4 2020/21 –

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2.0 INTRODUCTION

- 2.1. The Council's Performance and Improvement Framework (PIF) sets out the presentation process for regular performance reporting. As a consequence of Covid-19 alternative options for each PIF activity have been agreed by the Strategic Management Team.
- 2.1 This paper presents the Policy and Resources Committee with the FQ4 2020/21 Performance Report for Financial Services, Commercial Services Legal and Regulatory Support and Customer Support Services in a revised simplified format commensurate with the Covid-19 situation.

3.0 RECOMMENDATIONS

- 3.1 That members review and scrutinise the FQ4 2020/21 Performance Reports as presented.

4.0 DETAIL

- 4.1 As a consequence of Covid-19 the normal arrangements for members' scrutiny of performance has been suspended with an interim arrangement in place.

4.2 To simplify the process during the Council's response to Covid-19, Heads of Service were asked to identify Key Performance Indicators for their Service and these are attached at appendix 1.

4.3 Simplifying and focusing the performance reports in this manner is a proactive approach to help minimise back office function/non-essential activities whilst maintaining a level of service that supports scrutiny, performance monitoring and out statutory duties.

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: None

5.5.1 Equalities - protected characteristics: None

5.5.2 Socio-economic Duty: None

5.5.3 Islands: None

5.6 Risk: Ensures that all our performance information is reported in a balanced manner

5.7 Customer Service: None

Douglas Hendry

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Kirsty Flanagan

Executive Director with responsibility for Customer Support Services

Laurence Slavin

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Policy Leads: Councillors Alastair Redman, Mary Jean Devon, Gary Mulvaney.

20 April 2021

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APPENDICES

Appendix 1 – Key Performance Indicators for -

Financial Services

Commercial Services

Legal and Regulatory Support

Customer Support Services