

# Council 6-Month Scorecard: October to March 2021

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

	<b>Council Scorecard 2019-22</b>	<b>Scorecard owned by: Pippa Milne</b>	<b>Oct-Mar21</b>
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<b>Corporate Outcome 1 - People Live Active, Healthier and Independent Lives</b>		
Success Measures	19	BO101: We Ensure Information And Support Is Available For Everyone
On Track	16	BO102: We Provide Support, Prevention and Opportunities To Help People Make Better Lifestyle Choices
		BO103: We Enable A Choice Of Suitable Housing Options
<b>Corporate Outcome 2 - People Will Live In Safer and Stronger Communities</b>		
Success Measures	14	BO104: Our Communities Are Supported And Protected
On Track	8	BO105: Our Natural And Built Environment Is Protected And Respected
<b>Corporate Outcome 3 - Children and Young People Have The Best Possible Start</b>		
Success Measures	21	BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting
On Track	17	BO107: The Support And Lifestyle Needs Of Our Children, Young People And Their Families Are Met
<b>Corporate Outcome 4 - Education, Skills and Training Maximise Opportunities For All</b>		
Success Measures	14	BO108: All Our Children And Young People Are Supported To Realise Their Potential
On Track	9	BO109: All Our Adults Are Supported To Realise Their Potential
<b>Corporate Outcome 5 - Our Economy Is Diverse and Thriving</b>		
Success Measures	29	BO110: We Support Businesses, Employment And Development Opportunities
On Track	21	BO111: We Influence And Engage With Businesses And Policy Makers
		BO112: Argyll And Bute Is Promoted To Everyone
<b>Corporate Outcome 6 - We Have An Infrastructure That Supports Sustainable Growth</b>		
Success Measures	32	BO113: Our Infrastructure Is Safe And Fit For The Future
On Track	27	BO114: Our Communities Are Cleaner And Greener
<b>Getting It Right</b>		
Success Measures	49	BO115: We Are Efficient And Cost Effective
On Track	39	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

Chief Executive

Ex. Director Douglas Hendry

Ex. Director Kirsty Flanagan

Management Information



# Council Scorecard 2019-22

Scorecard owned by: **Pippa Milne**

**Oct-Mar21**

**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>
Sickness Absence ABC			4.72 Days	4.98 Days	<b>R</b>	↓
PRDs % complete ABC			90 %	53 %	<b>R</b>	↑
<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	<b>A</b>	↓	
<i>Customer Relations</i>						
<b>Customer Service ABC</b>						
Customer satisfaction	90 %	Stage 1 Complaints	91 %	<b>G</b>	↑	
Number of consultations	0	Stage 2 Complaints	84 %	<b>R</b>	↑	

### IMPROVEMENT

#### Strategic Risks

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

	<b>R</b>	Overdue	Due in future	Future - off target
A&B Council Audit Recommendations	<b>R</b>	16 ↑	27 ↓	6 ↑

#### Asset Management 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	8	<b>R</b> →