

SERVICE ANNUAL PERFORMANCE REVIEWS 2020/21 –

FINANCIAL SERVICES

COMMUNITY PLANNING & DEVELOPMENT

LEGAL & REGULATORY SERVICES

COMMERCIAL SERVICES

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.

This paper presents the Policy and Resources Committee (P&R) with the Service Annual Performance Reviews and Scorecard 2020/21 for the above Services.

- 1.2 It is recommended that the P&R reviews and approves the Service Annual Performance Reviews (Service APRs) and Scorecards 2020/21 as presented prior to publishing on the Council Website.

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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.

This paper presents the Policy and Resources Committee (P&R) with the Service Annual Performance Reviews 2020/21 and Scorecards for the above Services.

3.0 RECOMMENDATIONS

3.1 It is recommended that the P&R Committee reviews and approves the Service Annual Performance Reviews (Service APRs) and Scorecards 2020/21 as presented prior to publishing on the Council Website.

4.0 DETAIL

4.1 A consequence of Covid placed an unrepresented and unknown demand on staff and resources. To help mitigate this demand the normal arrangements for performance management and reporting were suspended with interim arrangements put in place.

4.2 One of these interim arrangements has been the temporary relaxation of the requirement for Managers to complete a Performance Review and Development (PRD) plan for all eligible staff. Managers were given an extension up to 31 May 2021 for completion. This extension is reflected in the PRD completion rate as presented in the Scorecard.

4.3 As we are now working within the Covid recovery phase alternative options for each PIF activity were presented to the SMT to consider on 29 March 2021.

4.4 It was agreed at the above meeting to present a simplified Service APR for 2020/21. Each review is supported by the Services' year-end Scorecard and consists of Case Studies which are examples that illustrate the positive contribution to our communities, any consultations that the Service has carried out and the significant challenges faced

by the Service. Although the pandemic placed additional and unprecedented challenges on the services we deliver, rather than focus on the pandemic challenges the Services focused on the challenges that either created a specific pressure on a Success Measure or impacted on service delivery. The mitigating actions that were carried out are noted in each Service APR.

- 4.5 In total across the Council 87 Case Studies have been identified by Senior Officers and provide a broad range of imaginative and exceptional examples of service delivery throughout Argyll and Bute, with 53 now being presented to the P&R Committee. As expected the Service APRs all differ in style and content.
- 4.6 Following approval of the Service APRs a selection of outstanding and informative examples will be collated for inclusion in the Council Annual Report 2020/21 in due course.
- 4.7 Attached to each Service APR is the Annual Scorecard. Where Covid has impacted on the expected performance of a Success Measure this has been noted on the Scorecard.
- 4.8 The Service Annual Performance Reviews and Scorecards 2020/21 are presented in the following order:-
- Chief Executive's Unit
 - Financial Services
 - Community Planning and Development
 - Legal and Regulatory Support
 - Commercial Services
 - Customer Support Services
- 4.9 Simplifying and focusing the Service Annual Performance Reviews 2020/21 in this manner is a proactive approach to help minimise back office functions / non-essential activities whilst maintaining a level of service that supports scrutiny, performance monitoring and our 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:
- 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

Kirsty Flanagan, Executive Director with responsibility for

Customer Support Services

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For further information contact:

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Appendix 1

Service Annual Performance Reviews and Scorecards 2020/21