
ARGYLL AND BUTE COUNCIL

**PLANNING, PROTECTIVE SERVICES
AND LICENSING COMMITTEE**

CUSTOMER SUPPORT SERVICES

18 AUGUST 2021

SERVICE ANNUAL PERFORMANCE REVIEW 2020/21 –

DEVELOPMENT AND ECONOMIC GROWTH SERVICE

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 Planning, Protective Services and Licensing Committee (PPSL) with the Service Annual Performance Review and Scorecard 2020/21 for the Development and Economic Growth (DEG) Service.

- 1.2 It is recommended that the PPSL Committee reviews and approves the Service Annual Performance Review (Service APR) and Scorecard 2020/21 as presented prior to publishing on the Council Website.

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DEVELOPMENT AND ECONOMIC GROWTH SERVICE**

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 Planning, Protective Services and Licensing Committee (PPSL) with the Service Annual Performance Review and Scorecard 2020/21 for the Development and Economic Growth (DEG) Service.

3.0 RECOMMENDATIONS

3.1 It is recommended that the PPSL Committee reviews and approves the Service Annual Performance Review (Service APR) and Scorecard 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 Service 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 the 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 15 now being presented to the PPSL Committee.
- 4.6 Following approval of the Service APR 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 the DEG 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 Review and Scorecard 2020/21 are presented in Appendix 1.
- 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

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25 June 2021

For further information contact:

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Appendix 1

Service Annual Performance Review and Scorecard 2020/21 – Development and Economic Growth.