
ARGYLL AND BUTE COUNCIL

**ENVIRONMENT, DEVELOPMENT AND
INFRASTRUCTURE COMMITTEE**

CUSTOMER SUPPORT SERVICES

2 SEPTEMBER 2021

**KEY PERFORMANCE INDICATORS FQ1 2021/22 –
DEVELOPMENT AND ECONOMIC GROWTH
ROADS AND INFRASTRUCTURE 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 (SMT).
- 1.2 This paper presents the Environment, Development and Infrastructure (EDI) Committee with the FQ1 2021/22 performance reports for Development and Economic Growth and Roads and Infrastructure Services.
- 1.3 It is recommended that the EDI Committee reviews and scrutinises the FQ1 2021/22 Performance Report as presented.

KEY PERFORMANCE INDICATORS FQ1 2021/22 –

DEVELOPMENT AND ECONOMIC GROWTH

ROADS AND INFRASTRUCTURE SERVICES

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 (SMT).

2.1 This paper presents the Environment, Development and Infrastructure (EDI) with the FQ1 2021/22 Performance Reports for Development and Economic Growth and Roads and Infrastructure Services in a revised simplified format commensurate with the Covid-19 situation.

3.0 RECOMMENDATIONS

3.1 That members review and scrutinise the FQ1 2021/22 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 ensure appropriate monitoring and scrutiny of performance management during the Council's Covid-19 response and recovery the SMT have agreed a Council-wide suite of 85 Success Measures (82 Success Measures plus 3 sub-measures).

These have been identified from the Service Plans as the Council's Key Performance Indicators (KPIs) for 2021/22.

The full list of all the KPIs, for all Strategic Committees is attached (appendix 1), the following is the full reporting profile of the KPIs –

- 47 Quarterly Measures for reporting every Financial Quarter
- 4 Annual Measures for reporting in FQ1 only
- 10 Annual Measures for reporting in FQ2 only
- 4 Annual Measures for reporting in FQ3 only
- 20 Annual Measures for reporting in FQ4 only

In line with the following schedule the relevant KPIs will be reported to quarterly to the appropriate Strategic Committees during 2021/22.

At the point of reporting some of the data for FQ1 2021/22 is currently unavailable. These KPIs will be updated in due course and reported in FQ2 2021/22. This applies to 9 KPIs which are detailed in Appendix 2.

Pyramid remains 'live' with all Success Measures aligned to Service Plans and updated as agreed.

- 4.3 Attached are the FQ1 2021/22 KPIs that are relevant to the EDI Committee (Appendix 3).
- 4.4 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

Kirsty Flanagan
Executive Director with responsibility for Customer Support Services

Policy Leads: Councillors David Kinniburgh, Gary Mulvaney, Robin Currie and Rory Colville.

19 July 2021

For further information contact:

Jane Fowler, Head of Customer Support Services

Tel: 01546 604466

APPENDICES

Appendix 1 – Full Suite of Council-Wide KPIs For 2021/22

Appendix 2 – Detail of KPIs with data currently unavailable

Appendix 3 – Key Performance Indicators for -

- Development and Economic Growth
- Roads and Infrastructure Services