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**ARGYLL AND BUTE COUNCIL**

**ENVIRONMENT, DEVELOPMENT AND  
INFRASTRUCTURE COMMITTEE**

**CUSTOMER SUPPORT SERVICES**

**2 DECEMBER 2021**

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**KEY PERFORMANCE INDICATORS FQ2 2021/22 –  
DEVELOPMENT AND ECONOMIC GROWTH  
ROADS AND INFRASTRUCTURE SERVICES**

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**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 Executive Leadership Team (ELT).
- 1.2 This paper presents the Environment, Development and Infrastructure (EDI) Committee with the FQ2 2021/22 Key Performance Indicators (KPIs) for Development and Economic Growth and Roads and Infrastructure Services.
- 1.3 It is recommended that the EDI Committee reviews and scrutinises the FQ2 2021/22 KPI Report as presented.

**KEY PERFORMANCE INDICATORS FQ2 2021/22 –**

**DEVELOPMENT AND ECONOMIC GROWTH**

**ROADS AND INFRASTRUCTURE SERVICES**

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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 Executive Leadership Team (ELT).

2.1 This paper presents the Environment, Development and Infrastructure (EDI) with the FQ2 2021/22 Key Performance Indicators (KPIs) 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 FQ2 2021/22 KPI 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 ELT have identified a Council-wide suite of 85 Success Measures detailed within the Service Plans.

From within the Service Plans some measures have been identified as Key Performance Indicators (KPIs) for 2021/22, which will be reported quarterly to the appropriate Strategic Committees.

The full list of the Council-wide KPIs for 2021/22 is attached (Appendix 1).

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

- 4.3 Attached are the KPIs FQ2 2021/22 that are relevant to the EDI Committee (Appendix 2).
- 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.**

09 November 2021

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**APPENDICES**

Appendix 1 – Full Suite of Council-Wide Key Performance Indicators for 2021/22

Appendix 2 – Key Performance Indicators for -

- Development and Economic Growth FQ2 2021/22
- Roads and Infrastructure Services FQ2 2021/22