

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

**FINANCIAL SERVICES**

**COMMERCIAL SERVICES**

**LEGAL AND REGULATORY SUPPORT**

**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. 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 Policy and Resources Committee with the FQ2 2021/22 Key Performance Indicators (KPIs) for Financial Services, Commercial Services, Legal and Regulatory Support and Customer Support Services.
- 1.3 It is recommended that the Policy and Resources Committee reviews and scrutinises the FQ2 2021/22 KPI Report as presented.

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

**FINANCIAL SERVICES**

**COMMERCIAL SERVICES**

**LEGAL AND REGULATORY SUPPORT**

**CUSTOMER SUPPORT 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 Executive Leadership Team (ELT).
- 2.1 This paper presents the Policy and Resources Committee with the FQ2 2021/22 Key Performance Indicators (KPIs) for Financial Services, Commercial Services, Legal and Regulatory Support and Customer Support 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 for FQ2 2021/22 that are relevant to the Policy and Resources Committee (Appendix 2).

## **5.0 CONCLUSION**

- 5.1 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.

## **6.0 IMPLICATIONS**

- 6.1 Policy: None
- 6.2 Financial: None
- 6.3 Legal: The Council has a duty to deliver best value under the Local Government in Scotland Act 2003
- 6.4 HR: None
- 6.5 Fairer Scotland Duty: None
- 6.5.1 Equalities - protected characteristics: None
- 6.5.2 Socio-economic Duty: None
- 6.5.3 Islands: None
- 6.6. Climate Change: None
- 6.7 Risk: Ensures that all our performance information is reported in a balanced manner
- 6.8 Customer Service: None

**Douglas Hendry**  
**Executive Director with responsibility for Commercial Services and Legal and Regulatory Support**

**Kirsty Flanagan**  
**Executive Director with responsibility for Customer Support Services**

**Policy Leads: Councillors Mary Jean Devon and Gary Mulvaney.**

09 November 2021

**For further information contact:**

Jane Fowler, Head of Customer Support Services

Tel: 01546 604466

**APPENDICES**

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

Appendix 2 – Key Performance Indicators for -

- Financial Services FQ2 2021/22
- Commercial Services FQ2 2021/22
- Legal and Regulatory Support FQ2 2021/22
- Customer Support Services FQ2 2021/22