

*'Making Argyll and Bute a place people choose to live, learn, work and do business'*

	<b>Council Scorecard 2019-22</b>	<b>Scorecard owned by: Pippa Milne</b>	<b>Apr-Sep21</b>
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<b>Corporate Outcome 1 - People Live Active, Healthier and Independent Lives</b>		
Success Measures	15	BO101: We Ensure Information And Support Is Available For Everyone
On Track	13	BO102: We Provide Support, Prevention and Opportunities To Help People Make Better Lifestyle Choices
		BO103: We Enable A Choice Of Suitable Housing Options
<b>Corporate Outcome 2 - People Will Live In Safer and Stronger Communities</b>		
Success Measures	8	BO104: Our Communities Are Supported And Protected
On Track	8	BO105: Our Natural And Built Environment Is Protected And Respected
<b>Corporate Outcome 3 - Children and Young People Have The Best Possible Start</b>		
Success Measures	11	BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting
On Track	10	BO107: The Support And Lifestyle Needs Of Our Children, Young People And Their Families Are Met
<b>Corporate Outcome 4 - Education, Skills and Training Maximise Opportunities For All</b>		
Success Measures	8	BO108: All Our Children And Young People Are Supported To Realise Their Potential
On Track	8	BO109: All Our Adults Are Supported To Realise Their Potential
<b>Corporate Outcome 5 - Our Economy Is Diverse and Thriving</b>		
Success Measures	15	BO110: We Support Businesses, Employment And Development Opportunities
On Track	13	BO111: We Influence And Engage With Businesses And Policy Makers
		BO112: Argyll And Bute Is Promoted To Everyone
<b>Corporate Outcome 6 - We Have An Infrastructure That Supports Sustainable Growth</b>		
Success Measures	12	BO113: Our Infrastructure Is Safe And Fit For The Future
On Track	11	BO114: Our Communities Are Cleaner And Greener
<b>Getting It Right</b>		
Success Measures	16	BO115: We Are Efficient And Cost Effective
On Track	15	BO116: We Engage And Work With Our Customers, Staff And Partners
		BO117: We Encourage Creativity And Innovation To Ensure Our Workforce Is Fit For The Future

Chief Executive

Ex. Director Douglas Hendry

Ex. Director Kirsty Flanagan

Management Information



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**Apr-Sep21**

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### Management Information

#### RESOURCES

<i>People</i>		<i>Actual</i>	<i>Trend</i>			
Sickness Absence ABC		5.40 Days	↓			
<i>Financial</i>		<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>	
PRDs % complete ABC		90 %	44 %	<b>R</b>	↓	
Finance Revenue totals ABC		£k184,053	£k 184,026	<b>A</b>	↑	
<i>Customer Relations</i>		<i>Customer Service ABC</i>				
Customer satisfaction	83 %	↓	Stage 1 Complaints	79 %	<b>R</b>	↓
Number of consultations	0		Stage 2 Complaints	71 %	<b>R</b>	↓

#### IMPROVEMENT

##### Strategic Risks

Strategic Risk Register **H 4** **M 6** **L 3**

A&B Council Audit Recommendations	<b>R</b>	Overdue	Due in future	Future - off target
		19 ↓	39 ↑	3 ↑

##### Asset Management Risks

	<i>No. of Risks</i>	<i>No. of Green Risks</i>	<i>No. of Red Risks</i>
HSCP & Live Argyll Red Risk Assets	0	0	
Ex. Dir. Douglas Hendry Red Risk Assets	0	0	
Ex. Dir. Kirsty Flanagan Red Risk Assets	9	8	<b>G</b> ↑