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**ARGYLL AND BUTE COUNCIL**

**PLANNING, PROTECTIVE SERVICES  
AND LICENSING COMMITTEE**

**CUSTOMER SUPPORT SERVICE**

**23 FEBRUARY 2022**

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**KEY PERFORMANCE INDICATORS FQ3 2021/22 –  
DEVELOPMENT AND ECONOMIC GROWTH SERVICE**

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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 Planning, Protective Services and Licensing (PPSL) Committee with the FQ3 2021/22 Key Performance Indicators (KPIs) for the Development and Economic Growth Service.
- 1.3 It is recommended that the PPSL Committee reviews and scrutinises the FQ3 2021/22 KPI Report as presented.

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**KEY PERFORMANCE INDICATORS FQ3 2021/22 –**

**DEVELOPMENT AND ECONOMIC GROWTH SERVICE**

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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).

2.2 This paper presents the Planning, Protective Services and Licensing (PPSL) Committee with the FQ3 2021/22 Key Performance Indicators (KPIs) for Development and Economic Growth Service as agreed by Council.

**3.0 RECOMMENDATIONS**

3.1 That members review and scrutinise the FQ3 2021/22 KPI Report as presented.

**4.0 DETAIL**

4.1 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.

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

4.2 Attached are the KPIs FQ3 2021/22 that are relevant to the PPSL Committee (Appendix 1).

## **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

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## **APPENDICES**

Appendix 1 – Key Performance Indicators for -

- Development and Economic Growth Service FQ3 2021/22