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**ARGYLL AND BUTE COUNCIL**

**ENVIRONMENT, DEVELOPMENT AND  
INFRASTRUCTURE COMMITTEE**

**CUSTOMER SUPPORT SERVICES**

**2 JUNE 2022**

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**KEY PERFORMANCE INDICATORS FQ4 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.
- 1.2 This paper presents the Environment, Development and Infrastructure (EDI) Committee with the FQ4 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 FQ4 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.
- 2.2 This paper presents the Environment, Development and Infrastructure (EDI) with the FQ4 2021/22 Key Performance Indicators (KPIs) for Development and Economic Growth and Roads and Infrastructure Services, as agreed by Council.

**3.0 RECOMMENDATIONS**

- 3.1 That members review and scrutinise the FQ4 2021/22 KPI Reports 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, and are currently 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 FQ4 2021/22 that are relevant to the EDI 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

### **Kirsty Flanagan**

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

**Policy Leads:**

- Councillor Robin Currie – Economy and Rural Growth**
- Councillor Andrew Kain – Roads and Transport**
- Councillor Kieron Green – Planning and Regulatory Services**
- Councillor Ross Moreland – Climate Change and Environment Services**
- Councillor Liz McCabe – islands and Business Development**
- Councillor Gary Mulvaney – Finance and Commercial Services**

25 April 2022

#### **For further information contact:**

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## **APPENDICES**

Appendix 1 – Key Performance Indicators for -

- Development and Economic Growth FQ4 2021/22
- Roads and Infrastructure Services FQ4 2021/22