
ARGYLL AND BUTE COUNCIL

**PLANNING, PROTECTIVE SERVICES
AND LICENSING COMMITTEE**

CUSTOMER SUPPORT SERVICE

22 JUNE 2022

**KEY PERFORMANCE INDICATORS FQ4 2021/22 –
DEVELOPMENT AND ECONOMIC GROWTH SERVICE**

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 Planning, Protective Services and Licensing (PPSL) Committee with the FQ4 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 FQ4 2021/22 KPI Report as presented.

**KEY PERFORMANCE INDICATORS FQ4 2021/22 –
DEVELOPMENT AND ECONOMIC GROWTH SERVICE**

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 Planning, Protective Services and Licensing (PPSL) Committee with the FQ4 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 FQ4 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, 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 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

Kirsty Flanagan

Executive Director with responsibility for Development and Economic Growth Service

Policy Lead: Councillor Kieron Green - Planning and Regulatory Services

May 2022

For further information contact:

Jane Fowler, Head of Customer Support Services

Tel: 01546 604466

APPENDICES

Appendix 1 – Key Performance Indicators for -

- Development and Economic Growth Service FQ4 2021/22