

## FINAL Council Scorecard – October to March 2022

*'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>Oct-Mar22</b>
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<b>Corporate Outcome 1 - People Live Active, Healthier and Independent Lives</b>		
<b>Success Measures</b>	15	BO101: We Ensure Information And Support Is Available For Everyone
<b>On Track</b>	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>		
<b>Success Measures</b>	8	BO104: Our Communities Are Supported And Protected
<b>On Track</b>	5	BO105: Our Natural And Built Environment Is Protected And Respected
<b>Corporate Outcome 3 - Children and Young People Have The Best Possible Start</b>		
<b>Success Measures</b>	11	BO106: Our Looked After Young People Are Supported By Effective Corporate Parenting
<b>On Track</b>	8	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>		
<b>Success Measures</b>	8	BO108: All Our Children And Young People Are Supported To Realise Their Potential
<b>On Track</b>	7	BO109: All Our Adults Are Supported To Realise Their Potential
<b>Corporate Outcome 5 - Our Economy Is Diverse and Thriving</b>		
<b>Success Measures</b>	15	BO110: We Support Businesses, Employment And Development Opportunities
<b>On Track</b>	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>		
<b>Success Measures</b>	12	BO113: Our Infrastructure Is Safe And Fit For The Future
<b>On Track</b>	11	BO114: Our Communities Are Cleaner And Greener
<b>Getting It Right</b>		
<b>Success Measures</b>	16	BO115: We Are Efficient And Cost Effective
<b>On Track</b>	11	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



## Council Scorecard 2019-22

Scorecard owned by: **Pippa Milne**

**Oct-Mar22**

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### Management Information

#### RESOURCES

<i>People</i>		<i>Actual</i>	<i>Trend</i>		
Sickness Absence ABC		6.91 Days	↓		
<i>Financial</i>		<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>
PRDs % complete ABC	Benchmark	Target	Actual		
		90 %	13 %	<b>R</b>	↓
<i>Customer Relations</i>		<i>Budget</i>	<i>Forecast</i>	<i>Status</i>	<i>Trend</i>
Finance Revenue totals ABC		£k186,591	£k 184,533	<b>R</b>	↓
<i>Customer Service ABC</i>					
Stage 1 Complaints	88%	<b>G</b> ↑	Stage 2 Complaints	73%	<b>R</b> ↓

#### IMPROVEMENT

##### Strategic Risks

Strategic Risk Register	<b>R 3</b>	<b>A 6</b>	<b>G 3</b>	
A&B Council Audit Recommendations	<b>R</b>	Overdue 4 ↑	Due in future 55 ↑	Future - off target 8 ↓
<i>Asset Management Risks</i>		<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	3	<b>G</b> →