

SERVICE ANNUAL PERFORMANCE REVIEWS 2021/22 –

FINANCIAL SERVICES

COMMUNITY PLANNING & DEVELOPMENT

LEGAL & REGULATORY SERVICES

COMMERCIAL SERVICES

CUSTOMER SUPPORT SERVICES

1.0 EXECUTIVE SUMMARY

- 1.1 The Council's Performance and Improvement Framework (PIF) sets out the presentation process for regular performance reporting.

This paper presents the Policy and Resources Committee (P&R) with the Service Annual Performance Reviews and Scorecard 2021/22 for the above Services.

- 1.2 It is recommended that the P&R reviews and approves the Service Annual Performance Reviews (Service APRs) and Scorecards 2021/22 as presented prior to publishing on the Council Website.

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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.

This paper presents the Policy and Resources Committee (P&R) with the Service Annual Performance Reviews 2021/22 and Scorecards for the above Services.

3.0 RECOMMENDATIONS

3.1 It is recommended that the P&R Committee reviews and approves the Service Annual Performance Reviews (Service APRs) and Scorecards 2021/22 as presented prior to publishing on the Council Website.

4.0 DETAIL

4.1 At the end of the financial year each Service presents a review that illustrates the positive contribution to our communities, the significant challenges and any consultations that the Service has carried out.

4.2 Case Studies contained within the review have been identified by Senior Officers and provide a broad range of imaginative and exceptional examples of service delivery throughout Argyll and Bute.

4.3 Each Service APR is supported by the Services' year-end Scorecard and as expected due to the nature of service delivery the Service APRs differ in style and content.

4.4 Following approval of the Service APRs a selection of outstanding and informative examples will be collated for inclusion in the Council Annual Report 2021/22 in due course.

4.5 The Service Annual Performance Reviews and Scorecards 2021/22 are presented in the following order:-

- Chief Executive's Unit
 - Financial Services
 - Community Planning and Development
- Legal and Regulatory Support
- Commercial Services
- Customer Support Services

5.0 IMPLICATIONS

5.1 Policy None

5.2 Financial None

5.3 Legal The Council has a duty to deliver best value under the Local Government in Scotland Act 2003. Publication forms part of our statutory Public Performance Reporting duty

5.4 HR None

5.5 Fairer Scotland Duty:

5.5.1 Equalities - protected characteristics None

5.5.2 Socio-economic Duty None

5.5.3 Islands None

5.6. Climate Change None

5.7 Risk Ensures that all our performance information is reported in a balanced manner

5.8 Customer Service None

Kirsty Flanagan, Executive Director with responsibility for

Customer Support Services

13 July 2022

Policy Leads: Councillors Gary Mulvaney

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Appendix 1

Service Annual Performance Reviews and Scorecards 2021/22