
ARGYLL AND BUTE COUNCIL

**PLANNING, PROTECTIVE SERVICES
AND LICENCING COMMITTEE**

CUSTOMER SUPPORT SERVICES

17 AUGUST 2022

SERVICE ANNUAL PERFORMANCE REVIEW 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.

This paper presents the Planning, Protective Services and Licencing Committee (PPSL) with the Service Annual Performance Review and Scorecard 2021/22 for the Development and Economic Growth (DEG) Service.

- 1.2 It is recommended that the PPSL Committee reviews and approves the Service Annual Performance Review (Service APR) and Scorecard 2021/22 as presented prior to publishing on the Council Website.

SERVICE ANNUAL PERFORMANCE REVIEWS 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.

This paper presents the Planning, Protective Services and Licencing Committee (PPSL) with the Service Annual Performance Review and Scorecard 2021/22 for the Development and Economic Growth (DEG) Service.

3.0 RECOMMENDATIONS

3.1 It is recommended that the PPSL Committee reviews and approves the Service Annual Performance Review (Service APR) and Scorecard 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 Appendix 1.

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

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 Lead: Councillor Kieron Green

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Appendix 1

Service Annual Performance Review and Scorecard 2021/22 – Development and Economic Growth.