

**AREA PERFORMANCE REPORT – FQ3 2023/24**

---

**1.0 BACKGROUND**

- 1.1 This paper presents the Area Performance Report for Financial Quarter 3 2023/24 (October to December 2023) and illustrates the agreed performance measures.
- 1.2 The features of the Performance Report are as follows:-
- Indicators are grouped by Corporate Outcome.
  - The data table for each indicator is coded to identify the level of reporting.
    - Area level measures are blue
    - Council level measures are grey
    - COI measures are white
  - Each indicator details the
    - Target, Actual and Performance status (Green / Red / No Target) for the current and four previous financial quarters.
    - Commentary for the current financial quarter only.
    - Narrative explaining the performance trend e.g. This indicator is above Target and performance has improved since the last reporting period.
    - Where appropriate a Performance Trend Line has been added.
    - The name of the Responsible Officer.
    - Where possible performance is presented at both Area and Council level.
- 1.3 The commentary for each indicator helps ‘Tell Our Story’ and enables Elected Members to put the performance data into perspective and understand if an issue is local in nature or should be escalated up to a Strategic Committee.
- 1.4 To improve the response to performance queries, it is requested that either the Responsible Named Officer or Sonya Thomas are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.5 As part of our improvements to performance reporting and making best use of the digital technology available to us, officers have developed new, online scorecards for members to view performance data. If support is required to navigate the online scorecards please contact - [lorna.gillies@argyll-bute.gov.uk](mailto:lorna.gillies@argyll-bute.gov.uk) or [sonya.thomas@argyll-bute.gov.uk](mailto:sonya.thomas@argyll-bute.gov.uk)

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Area Committee –

- a) Notes and considers the performance and supporting commentary as presented.
- b) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- c) Note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Performance Report.

## **3.0 IMPLICATIONS**

- 3.1 Policy All of the indicators in this report are based on agreed Council policy.
- 3.2 Financial All indicators with financial implications are actively managed through agreed budget monitoring processes.
- 3.3 Legal All appropriate legal implications are complied with.
- 3.4 HR All HR implications are actively managed through agreed Wellbeing and Management monitoring processes.
- 3.5 Fairer Scotland Duty See below.
- 3.5.1 Equalities All activities comply with Equal Opportunities/Fairer Scotland Duty policies and obligations.
- 3.5.2 Socio-economic Duty All activities comply with the council's socio-economic duty.
- 3.5.3 Islands Duty All activities comply with the council's islands duty.
- 3.6 Climate Change The Council is committed to working towards net zero.
- 3.7 Risk Without this information Elected Members are less informed of activities within their area.
- 3.8 Customer Service All activities with customer feedback or insight are rigorously monitored for improvement.
- 3.9 The Rights of the Child (UNCRC): This report highlights examples of how the Council is committed to, and working towards reducing child poverty and improving outcomes for every child.

**Kirsty Flanagan, Executive Director with responsibility for Customer Support Services**

**Jane Fowler  
Head of Customer Support Services**

**7 February 2024**

For further information, please contact:

Sonya Thomas

Organisation Development Project Officer - Customer Support Services

01546 604454

Appendix 1: FQ3 2023/24 OLI Performance Report