

Corporate Objective 1 - Working together to improve the potential of our people A →

CO1 Our children are nurtured so that they can achieve their potential. Department's contribution is not measured

CO2 Our young people have the skills, attitudes and achievements to succeed throughout their ... G →

CO3 We have a skilled and competitive workforce capable of attracting employment to Argyll an... Department's contribution is not measured

CO4 Our people are supported to live more active, healthier and independent lives. Department's contribution is not measured

CO5 We work with our partners to tackle discrimination.

CO6 Vulnerable adults, children and families are protected and supported within their communities. A ↑

Corporate Objective 2 - Working together to improve the potential of our communities A →

CO7 The places where we live, work and visit are well planned, safer and successful. A →

CO8 Create opportunities for partners and communities to engage in service delivery. A →

CO9 The impact of alcohol and drugs on our communities, and on mental health ... is reduced. Department's contribution is not measured

Customer Services Scorecard 2014-15 FQ1 14/15 [Click for Full Outcomes](#)

Corporate Objective 3 - Working together to improve the potential of our area R →

CO10 We create the right conditions where existing and new businesses can succeed. A →

CO11 Argyll and Bute has more new businesses operating in the area, creating more jobs. Department's contribution is not measured

CO12 Our transport infrastructure meets the economic and social needs of our communities. A →

CO13 We contribute to a sustainable environment. R →

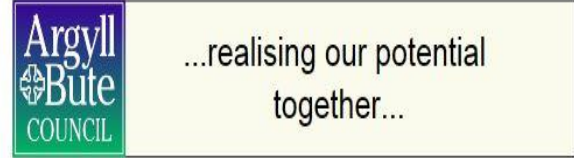
CO14 We make the best use of our built and natural environment. Department's contribution is not measured

Corporate Objective 4 - Working together to improve the potential of our organisation A ↑

CO15 Our services are continually improving. A →

CO16 Our employees have the skills and attitudes to deliver efficient and effective services. G ↑

CO17 We provide good customer service. R →



RESOURCES				
People	Benchmark	Target	Actual	Status Trend
Sickness absence CU		1.88 Days	1.71 Days	G ↑
PRDs % complete		90 %	94 %	G
Financial		Budget	Forecast	
Finance Revenue totals CU		£K 38,719	£K 38,365	R ↑
Capital forecasts - current year CU				
Capital forecasts - total project CU				
Efficiency Savings CU	Actions on track	Target	Actual	G ↑
		19	19	
	Savings	£K 186	£K 186	
Asset Management - Customer Services				

IMPROVEMENT					Status Trend
Improvement Plan	Total No	Off track	On track	Complete	A →
Outcomes CU	68	0	65	3	
CARP Customer Services	Total No	Off track	Due	Complete	G
	4	0	4	4	

Customer Service CU	Number of consultations			4	
Customer Charter	R →	Stage 1 complaints	88 %	G ↓	
Customer satisfaction	93 %	G ↑	Stage 2 complaints	100 %	G ↑
Customer Services Audit Recommendations	Overdue	Due in future	Future - off target		
	0	10	1	↓	
CU Average Demand Risk	Score	6	Appetite	6	↓
CU Average Supply Risk	Score	6	Appetite	6	↓

CO2 Our young people have the skills, attitudes and achievements to succeed throughout their ...			
FS01 Children are healthier ... nutritionally balanced school meals	Success Measures 6		
	On track 6		
CO5 We work with our partners to tackle discrimination.			
IH01 We recognise and tackle discrimination and promote equality	Success Measures 2		
	On track 2		
CO6 Vulnerable adults, children and families are protected and supported within their communities.			
CS01 Benefits paid promptly whilst minimising fraud	Success Measures 6		
	On track 3		
GL06 The best interests of children at risk are promoted	Success Measures 1		
	On track 1		
CO7 The places where we live, work and visit are well planned, safer and successful.			
FS02 Communities are safer ... through improved facilities	Success Measures 9		
	On track 8		
GL04 Improve quality of life & safety of residents & visitors	Success Measures 3		
	On track 2		
IH02 Communities and employees are prepared to deal with major incidents	Success Measures 3		
	On track 3		
IH03 Employees/service users are not exposed to unacceptable H&S risks	Success Measures 5		
	On track 5		

CO8 Create opportunities for partners and communities to engage in service delivery.			
GL05 Electors enabled to participate in the democratic process	Success Measures 2		
	On track 2		
GL07 Community Councils are supported	Success Measures 4		
	On track 3		
CO10 We create the right conditions where existing and new businesses can succeed.			
CS02 Businesses supported in claiming Non Domestic Rates relief	Success Measures 2		
	On track 2		
CS03 Maximise opportunities for SME's to sell to the Council ...	Success Measures 4		
	On track 3		
CO12 Our transport infrastructure meets the economic and social needs of our communities.			
FS04 School & public transport meets the needs of communities	Success Measures 3		
	On track 2		
CO13 We contribute to a sustainable environment.			
CS04 Reduced spend on postage and bulk reprographics	Success Measures 1		
	On track 0		
FS03 We contribute to the sustainability of the local area	Success Measures 5		
	On track 3		

CO15 Our services are continually improving.			
CS05 Income from local taxes and sundry debtors is maximised ...	Success Measures 5		
	On track 3		
CS06 Increased value is delivered from procurement ...	Success Measures 5		
	On track 2		
CS07 IT applications & infrastructure available ... and meet business needs	Success Measures 8		
	On track 8		
GL03 Members enabled to deal with their caseload	Success Measures 1		
	On track 0		
GL09 Provision of high quality ... legal documentation	Success Measures 2		
	On track 1		
IH04 Services and employees are supported to deliver improvement and change	Success Measures 10		
	On track 7		
IH05 Our customers and employees are informed and engaged	Success Measures 8		
	On track 7		
IH06 The Gaelic language is supported and promoted	Success Measures 1		
	On track 1		
CO16 Our employees have the skills and attitudes to deliver efficient and effective services.			
GL08 Provision of high quality, timely legal advice	Success Measures 2		
	On track 2		
IH07 Employees have skills/attitudes to deliver efficient/effective services	Success Measures 4		
	On track 4		

Customer Services Scorecard 2014-15		FQ1 14/15	Click for Full Scorecard
Scorecard owner			
CO17 We provide good customer service.			
CS08 Customers can access council services more easily ... service quality	Success Measures 11		
	On track 5		
GL01 Framework to support democratic decision making	Success Measures 10		
	On track 8		
GL02 Council compliance with governance & info arrangements	Success Measures 5		
	On track 3		
GL10 Timely provision of Liquor Licences & Civic Government Licences to the public	Success Measures 5		
	On track 4		