

Council Performance Report – Chief Executive	Period: July – September 2019
<p align="center">SUMMARY OF PERFORMANCE - No. of Success Measures:</p> <p align="center">Green 23</p> <p align="center">Red 5</p> <p align="center">No Data 12</p>	
Delivering Our Outcomes	
Corporate Outcome 1 - People live active, healthier and independent lives	
BO102 We provide support, prevention and opportunities to help people make better lifestyle choices	
<ol style="list-style-type: none"> 1. Scottish Welfare Fund applications continue to be processed in line with guidance (award crisis grant within 24 hours and community care grants within 15 working days). 	
Corporate Outcome 5 - Our economy is diverse and thriving	
BO110 We support businesses, employment and development opportunities	
<ol style="list-style-type: none"> 1. 97.6% of suppliers were paid within 30 days, target is 95.5%. 	
Getting it right	
BO115 We are efficient and cost effective	
<ol style="list-style-type: none"> 1. External Audit of Annual Accounts completed by 30 September deadline and unqualified Audit Certificate received. 2. Investment returns continue to exceed the benchmark rate of return – the rate of return at the end of September was 0.9479% which compares favourably with the target of 7 day LIBID (London Interbank Bid Rate – the rate which banks are willing to borrow from other banks) which was 0.5669% for the period. 3. All processes in place to ensure that we have hit the first deadline towards Making Tax Digital (first electronic return required for October). 4. Seven audits were completed and a further five were in progress by the end of quarter 2. In addition the second scrutiny review under the new scrutiny framework was completed and work commenced on the 2019-20 scrutiny plan. 5. Collection of Council Tax and Non-Domestic Rates exceeding the target as at the end of September. 	
Our Challenges	
Current Short-term Operational Challenges <i>[Include Service id]</i>	
<ol style="list-style-type: none"> 1. The revenue forecast outturn position as at the end of June is a forecast overspend of £1.829m. This is made up of an overspend on Council Services of £0.160m and an overspend of £1.669m on Social Works Services within the Health and Social Care Partnership. 2. Reduce the level of outstanding sundry debtor balances over 3 months. 3. Trailing a new way of measuring progress and impact with community groups so as to show the impact our service is making. 	

Current Key Challenges and Actions to address the Challenges

Key Challenges and Actions to address the Challenges

BO104 Our communities and Supported and Protected

1. **Challenge** – Trailing a new way of measuring progress and impact with community groups so as to show the impact our service is making.
1. **Action Detail** – This is a new way of measuring for example, confidence levels, effectiveness and achievement of what a group sets out to do. This involves a whole new process of data gathering and is being carried out this year as a trial.

Carried Forward From Previous Quarter:

Y/N

Action Milestone Dates:

December 2019 – Data gathered and reviewed

Responsible Person:

Rona Gold, Community Planning Manager

Key Challenges and Actions to address the Challenges

BO115 We are efficient and cost effective

2. **Challenge** – Close monitoring of the forecast outturn position to bring any forecast overspend position within budget or as close to within budget as possible.
2. **Action Detail** – If required, Council Services will actively pursue options to reduce any forecast overspend. Liaison with the Chief Financial Officers of the IJB on the recovery plan.

Carried Forward From Previous Quarter:

Yes

Action Milestone Dates:

Ongoing throughout the year

Responsible Person:

Kirsty Flanagan, Head of Financial Services

Key Challenges and Actions to address the Challenges

BO115 We are efficient and cost effective

3. **Challenge** – Reduce the level of outstanding sundry debtor balances over 3 months.
3. **Action Detail** – Work with Legal Services to recover the outstanding sums due.

Carried Forward From Previous Quarter:

No

Action Milestone Dates:

Ongoing throughout the year

Responsible Person:

Fergus Walker, Revenues and Benefits Manager

Key Challenges Resolved In Previous Quarter

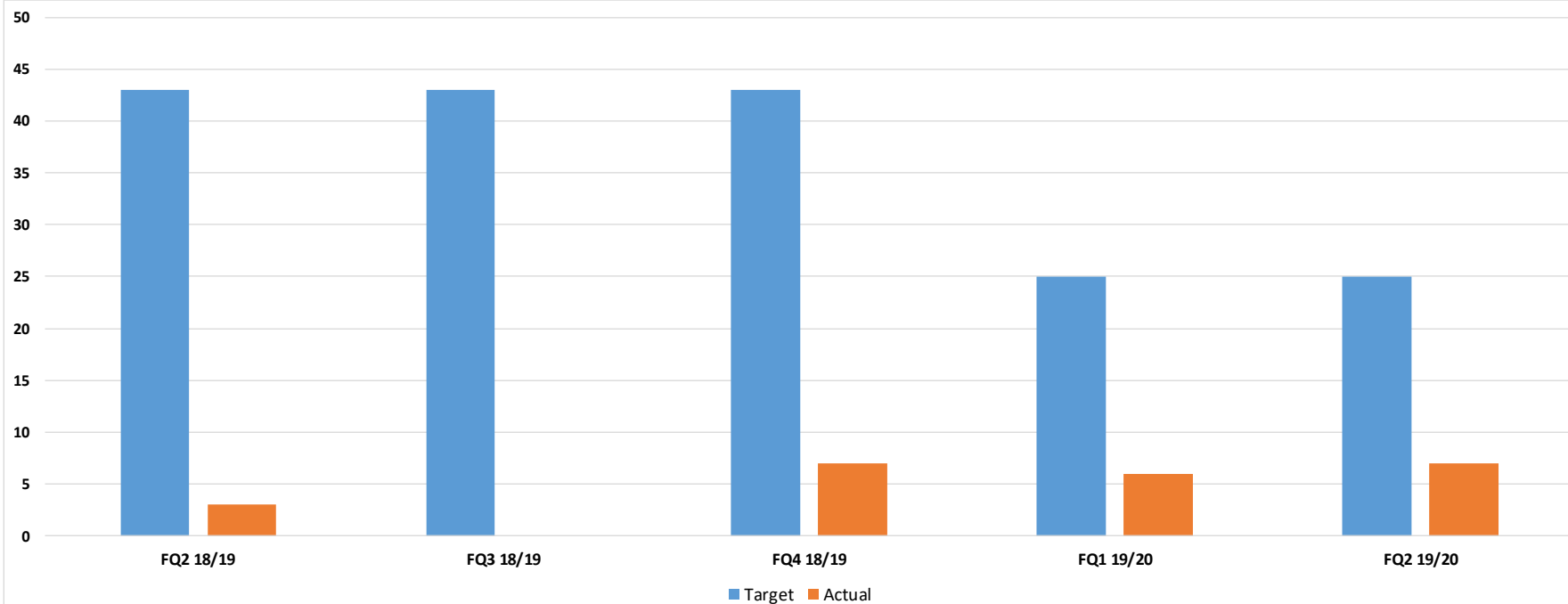
BO115 We are efficient and cost effective

1. Building Resilience across the service – as part of the restructuring staff were undertaking tasks that were new to them. A handover has taken place and a full set of procedure notes have been written for the annual accounts process and other routine tasks.
2. Recruited new Contract Manager to increase the capacity within the Money Skills Argyll team to support partners, publicise the service and increase service activity.
3. Staff were supported to assist with the work required on the Best Value 3 audit.

Our Off-Track Performance Indicators

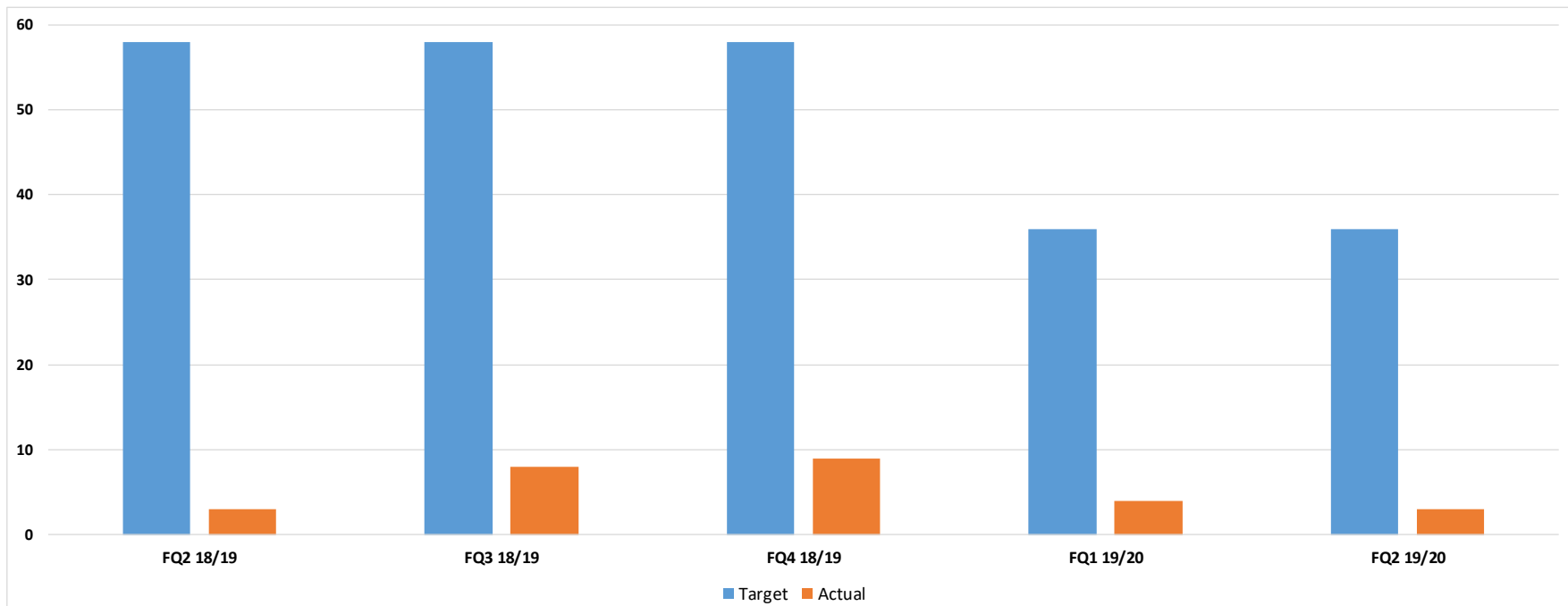
**Indicator Ref : FIS102_01 [SF102_01]-MSA Project - the number of participants who complete all the activities on their personal action plan.
(Accounting and Budgeting)**

Trend	FQ2 19/20 Target	FQ2 19/20 Actual	Owner	Commentary
↓	25	7	Kirsty Flanagan	The figures recorded reflect the number of cases which have reached 100% completion of the clients' action plans and which have been audited and determined to be compliant with the current requirements of the funders. Providers are continuing to work with clients to complete their action plans and with the MSA Team in the Council to ensure that their casefiles and work are compliant with the requirements of the funders. Additional information is being added subject to claim feedback and compliance updates from the Big Lottery Fund and the Managing Authority.



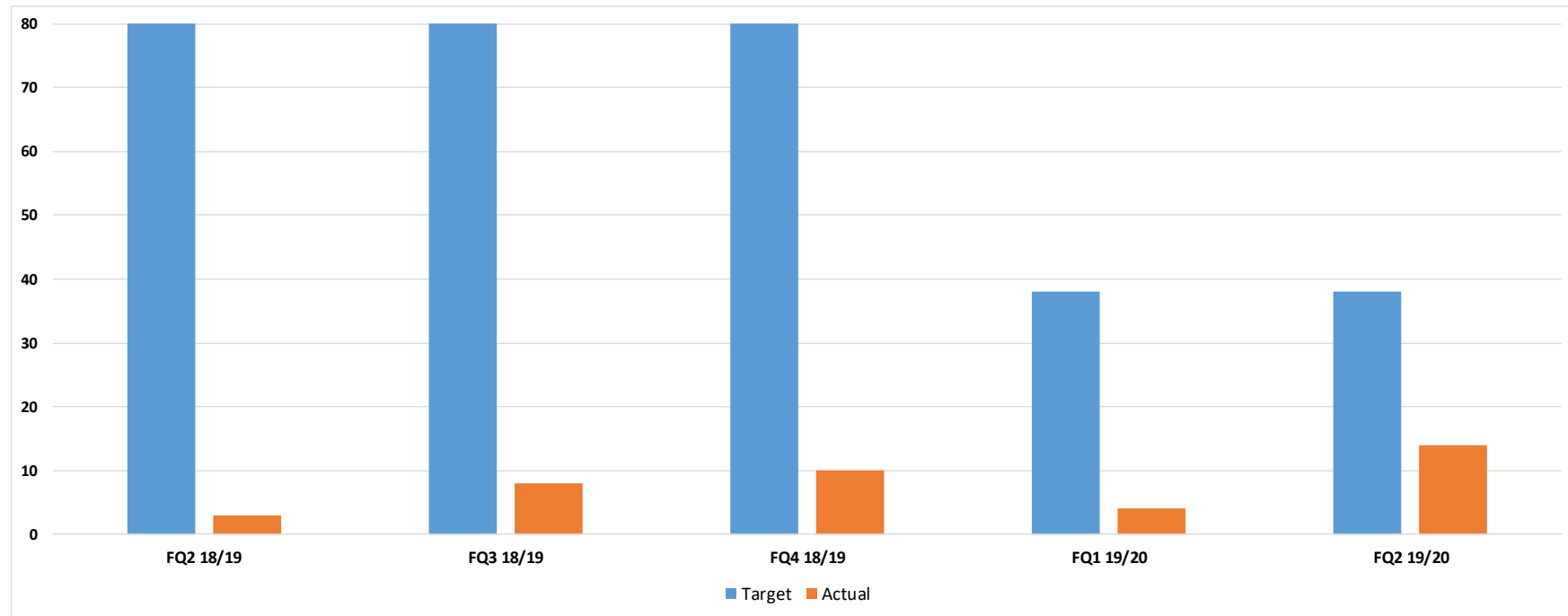
Indicator Ref : FIS102_02 [SF102_02]-MSA Project - the number of participants who sign up to a personal action plan

Trend	FQ2 19/20 Target	FQ2 19/20 Actual	Owner	Commentary
↓	36	3	Kirsty Flanagan	Partners are struggling to sign up new participants due to the following factors: 1. Clients have to meet the project eligibility criteria; 2. The level of support required by participants has to be significant enough to meet the expectations of the funders (the project is intended to support people who require substantial intensive support which clients may not have or may only want support on a specific aspect of their difficulties); and 3. The bureaucracy involved in the project is off-putting to many clients who elect not to progress with support through MSA.



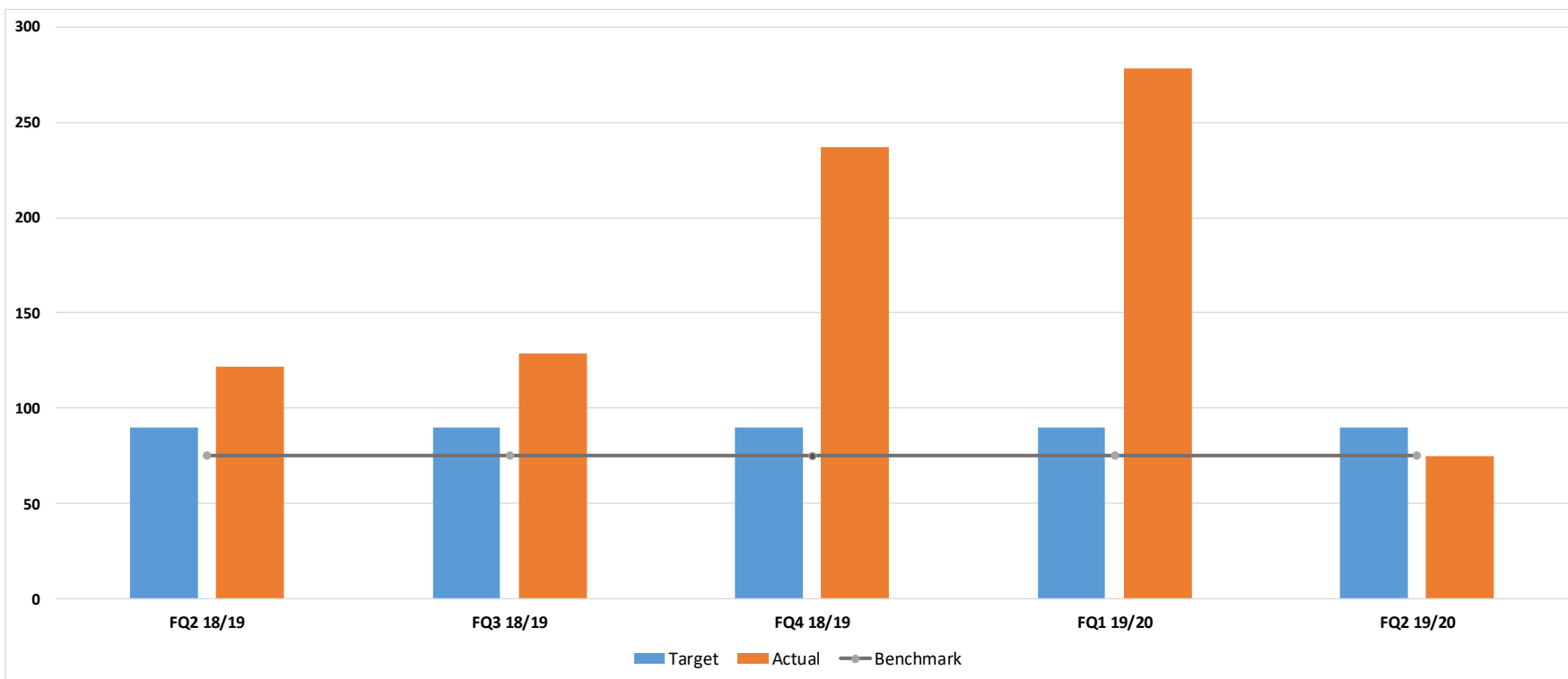
Indicator Ref : FIS102_03 [SF102_03]-MSA Project....improve the money management skills of participants and reduce debt as a barrier to social inclusion (Accounting and Budgeting)

Trend	FQ2 19/20 Target	FQ2 19/20 Actual	Owner	Commentary
↓	38	14	Kirsty Flanagan	The figures reported reflect the clients who have been recorded on the project's customer management system. Providers have advised that they have engaged with many more people than they have recorded on the system so work is underway with them to quantify the unrecorded participant numbers. The KPI will be updated once we have the information from the providers.



Indicator Ref : CPD104_04 [CP104_04]-Number of capacity building support sessions given to community groups

Trend	FQ2 19/20 Target	FQ2 19/20 Actual	Owner	Commentary
↓	90	75	Rona Gold	During this period various members of staff were on leave and a member absent on sick leave.



Indicator Ref : FIS115_18 [CS115_04]-Total outstanding Sundry Debtors' balances aged over 3 months to remain below target (SF Internal Audit incl Risk Management)

Trend	FQ2 19/20 Target	FQ2 19/20 Actual	Owner	Commentary
↓	£950,000	£1,786,791.00	Fergus Walker	There is an ongoing issue with a significant amount of debt outstanding for Calmac/Argyll Ferries £700,000 and Loch Fyne Oysters of £100,000. The Council are looking at options to take court action to recover the outstanding sums due.

