

---

---

## 2. INTRODUCTION

- 2.1 The Planning and Improvement Framework sets out the process for presentation of the council's quarterly performance reports. This paper presents the performance report for Commercial Services and Legal and Regulatory Support with associated scorecards for performance in FQ3 (October – December) and 2019-20.

## 3. RECOMMENDATIONS

- 3.1 It is recommended that the Policy and Resources Committee reviews the scorecards as presented.

## 4. DETAIL

- 4.1 The performance scorecard was extracted from the Council's Pyramid performance management system and is comprised of key performance indicators incorc(or)IEMC /Lc(or)IEMC /Ld







Key Challenges and Actions to address the Challenges

Business Outcome BO113 Our Infrastructure is safe and fit for the future

2. Challenge - Handover of the East Wing of Dunoon Primary School has been delayed until 19<sup>th</sup> December.

Action Detail – Decant arrangements have been re-scheduled to allow the contractor to complete works and prepare for handover early in January in time for opening on 13 January.

Carried Forward From Previous Quarter:  
Yes

Action Milestone Dates:  
January 2020

Responsible Person:  
Anne MacColl-Smith

Key Challenges and Actions to address the Challenges

Business Outcome BO113 Our Infrastructure is safe and fit for the future

3. Challenge - Implementation of robust management controls

Action Detail - Roles and responsibilities across the Council need to be confirmed. Property Services to continue with implementation of the exceptional remediation works programme, extend cyclic maintenance, conclude training video, decide upon temperature monitoring and flushing recording methodology (allowing wide scale rollout); identified Facility Responsible Persons (FRP) need to be trained and personnel conducting temperature monitoring and flushing need to be trained; temperature monitoring and flushing regimes thereafter to be implemented.







				<p>The chart displays five pairs of bars. The dark bars are consistently at a height of approximately 4 units. The light bars vary in height, with the third pair being the tallest at approximately 5.5 units. A horizontal line is drawn at the 4-unit level, passing through the top of all dark bars.</p> <table border="1"> <caption>Approximate Data from Chart</caption> <thead> <tr> <th>Category</th> <th>Dark Bar</th> <th>Light Bar</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>4.0</td> <td>4.5</td> </tr> <tr> <td>2</td> <td>4.0</td> <td>4.5</td> </tr> <tr> <td>3</td> <td>4.0</td> <td>5.5</td> </tr> <tr> <td>4</td> <td>4.0</td> <td>4.5</td> </tr> <tr> <td>5</td> <td>4.0</td> <td>4.5</td> </tr> </tbody> </table>	Category	Dark Bar	Light Bar	1	4.0	4.5	2	4.0	4.5	3	4.0	5.5	4	4.0	4.5	5	4.0	4.5
Category	Dark Bar	Light Bar																				
1	4.0	4.5																				
2	4.0	4.5																				
3	4.0	5.5																				
4	4.0	4.5																				
5	4.0	4.5																				

Argyll **Ex.Dir. Douglas Hendry** Click here  
**Scorecard 2019-22** **2019-22**  
 503,101,700 522,100,000  
**Management Information**  
**RESOURCES**  
 Budgets: *Planned* *Approved* *Actual* *Status* *Review*  
**R** **Asset Management - Times Above DH** **1.98 Days** **2.92**  
 100% of 1.000, 0.000000  
 Budget Forecast Status Review  
**£K9,586** **Finance Revenue totals DH** **£K9,586**  
**Capital forecasts - current year DH**  
**Capital forecasts - total project DH**  
**Asset management: red risks** **0** **On track**  
**IMPROVEMENT** **Status**  
**track Complete** **Total No** **Off track** **On track**  
**Improvement Plan Outcomes DH** **Actions**  

1	Asset Management - Red Risks	Asset Management - Red Risks	0	0	0
2	Asset Management - Red Risks	Asset Management - Red Risks	0	0	0

no. Atoll and Boko Haram people chosen to live, leave work and do business.



View | Full Screen | Help | Settings | Search | [Navigation icons]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]

2019-05-10 10:00:00 AM [User Name] [Page Title]