

**CUSTOMER SUPPORT SERVICES PERFORMANCE REPORT FQ3
2019-20**

1.0 INTRODUCTION

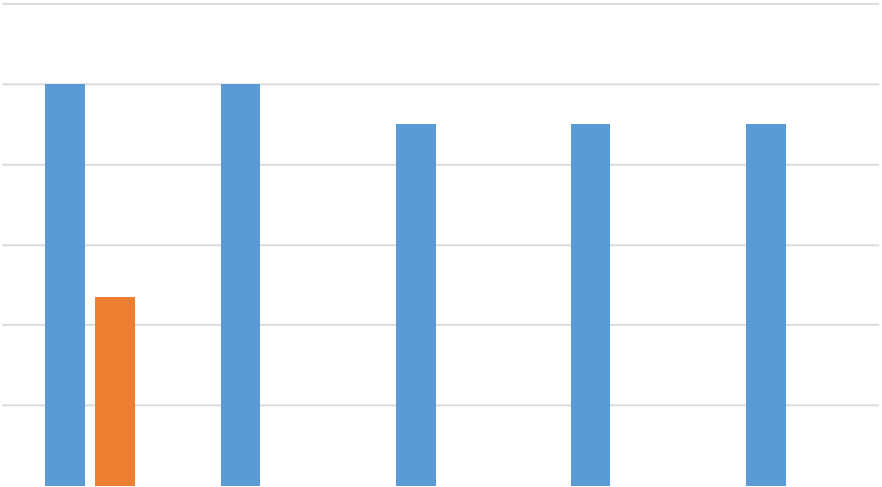
- 1.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.
- 1.2 This paper presents the Policy and Resources Committee with Customer Support Services performance report with associated scorecard for performance in FQ3 2019-20 (October 2019 to December 2019).

2.0 RECOMMENDATIONS

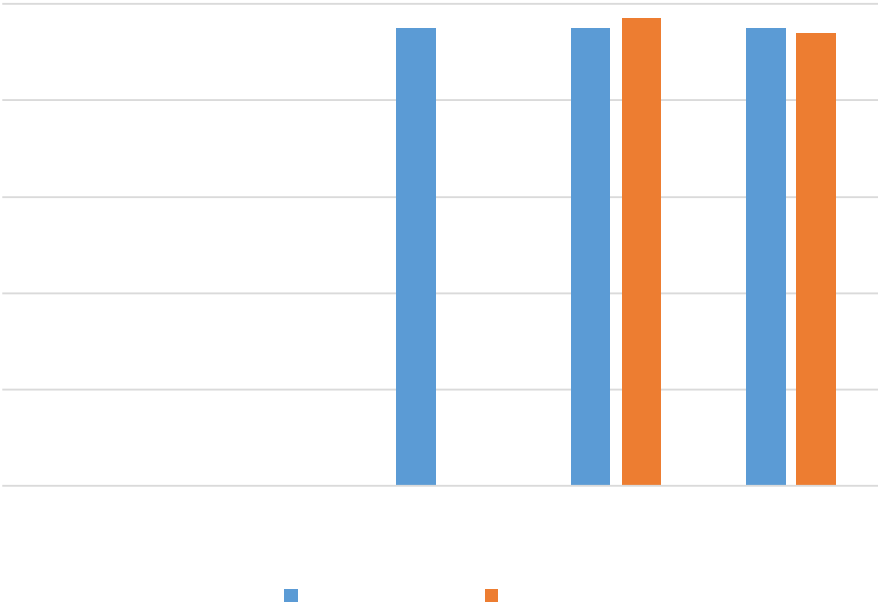
4.5 Fairer Scotland Duty:–

4.5.1 Equalities

Handwriting practice paper with a black header bar, followed by five sets of primary ruled lines (solid top and bottom lines with a dashed midline). The fourth set of lines has a light blue shaded background. The final set of lines is divided into three columns by vertical dashed lines and has a light blue shaded background.

				 <p>A bar chart with 6 groups of bars. The first group contains two bars: a blue bar and an orange bar. The other five groups each contain a single blue bar. The y-axis is marked with 6 horizontal grid lines. The blue bars in all groups reach the 5th grid line from the bottom. The orange bar in the first group reaches the 2nd grid line from the bottom.</p> <table border="1"><thead><tr><th>Group</th><th>Bar Color</th><th>Value (Grid Lines)</th></tr></thead><tbody><tr><td>1</td><td>Blue</td><td>5</td></tr><tr><td>1</td><td>Orange</td><td>2</td></tr><tr><td>2</td><td>Blue</td><td>5</td></tr><tr><td>3</td><td>Blue</td><td>5</td></tr><tr><td>4</td><td>Blue</td><td>5</td></tr><tr><td>5</td><td>Blue</td><td>5</td></tr><tr><td>6</td><td>Blue</td><td>5</td></tr></tbody></table>	Group	Bar Color	Value (Grid Lines)	1	Blue	5	1	Orange	2	2	Blue	5	3	Blue	5	4	Blue	5	5	Blue	5	6	Blue	5
Group	Bar Color	Value (Grid Lines)																										
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1	Orange	2																										
2	Blue	5																										
3	Blue	5																										
4	Blue	5																										
5	Blue	5																										
6	Blue	5																										

Indicator Ref: CSS117_06 [IHR117_06]-The percentage of modern apprentices going on to positive destinations.....Argyll and Bute Council (Talent Management)

Trend	Target	Actual	Owner	Commentary
	95 %	94 %		
				

Customer Support Services Scorecard

Outcomes and Success Key Financial Scorecard

Scorecard Scorecard Scorecard Scorecard

Measures

Financial Measures, Operational Measures, Customer Satisfaction, Employee Satisfaction

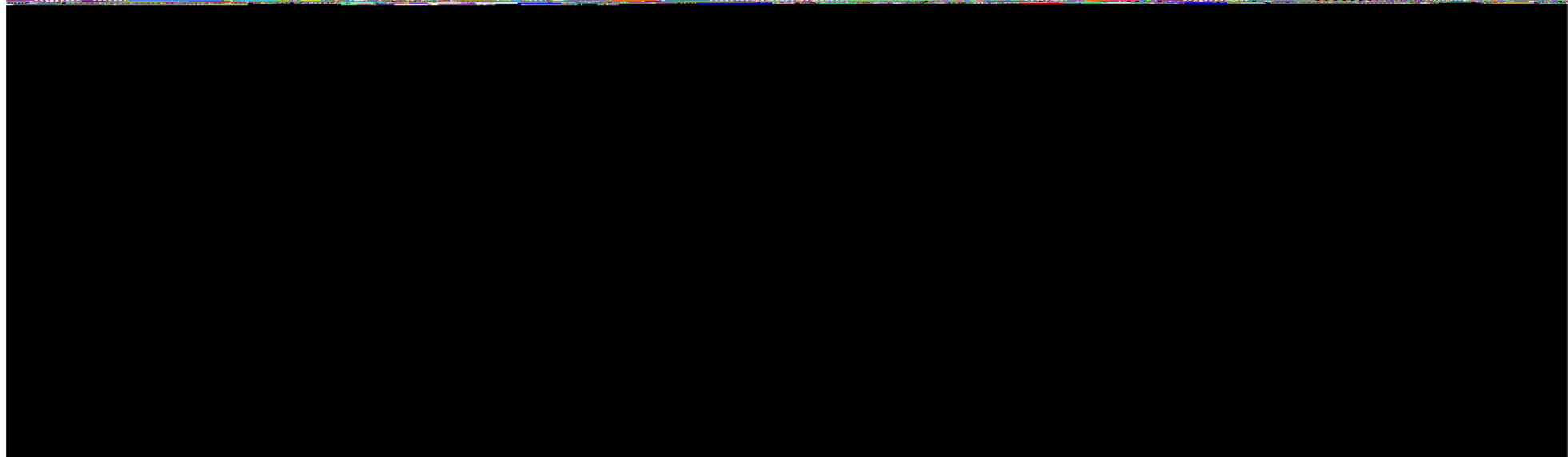
Management Information

Resources: Information and Support Is Available For Everyone [CSS]

Resources: Who Are Efficient And Cost Effective [CSS]

RESOURCES People Benchmark Target Actual Status Trend

Everyone



PERFORMANCE REPORT FQ3 2019-20

1.0 INTRODUCTION

1.1 The Planning and Performance Management Framework sets out the process for presentation of the council's quarterly performance reports.

1.2 This paper presents the Environment, Development and Infrastructure Committee with Development and Economic Growth Service and Roads and Infrastructure Services performance report with associated scorecard for performance in FQ3 2019-20 (r43 es Tw

Current Key Challenges and Actions to address the Challenges

Key Challenges and Actions to address the Challenges (DEG)

BO104 Our Communities Are Supported And Protected

1. **Challenge** - Deliver the outcomes defined in the Joint Health Protection Plan within the agreed milestones.

Action Detail – To redesign the delivery of the environmental health service and direct its resources more effectively to meet the statutory framework for food authorities, and to complete the actions required from the FSS audit.

Carried Forward From Previous Quarter:

Y

Action Mileston

Current Key Challenges and Actions to address the Challenges

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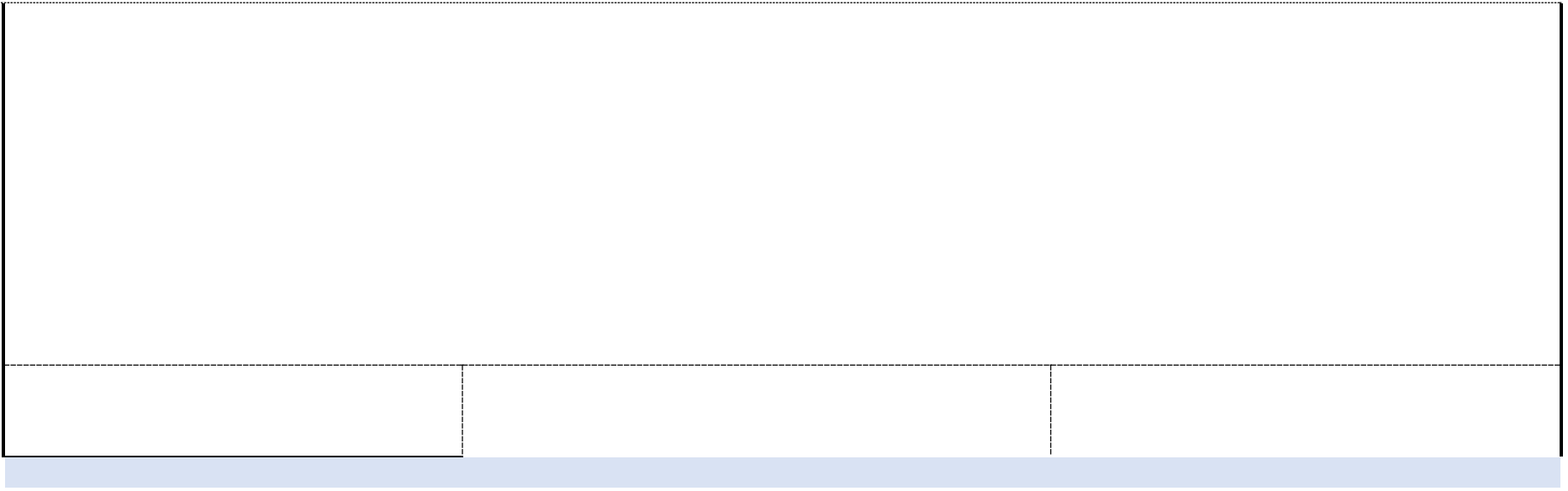
Current Key Challenges and Actions to address the Challenges

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Current Key Challenges and Actions to address the Challenges

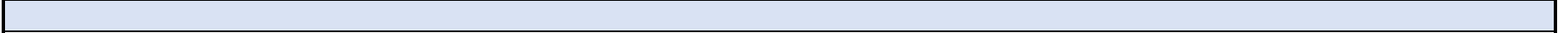
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BO113 Our Infrastructure Is 6 531.12 Tm(l)1 (n)2BT-0.0 Tr 11.082.44 67.08 ref749.848 w 2 J 7.44 6nBT-0.dBT-0. F52 460i1 (n)2 F52T-0.o Bn.9 (3)-2.8 (Ou)

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				<p>The bar chart displays five groups of data. Each group contains two bars: a blue bar on the left and an orange bar on the right. The bars in each group are of approximately equal height, reaching the second horizontal grid line from the bottom. A legend below the chart shows a blue square and an orange square.</p>

		■ ■

'Making Arad, Land, Rute a place people choose to live, learn, work and do business'

Arad, Ex Dir, Ministry of Energy Scorecard 2010-2011

[Click here](#)

[for Council](#)

[Scorecard](#)

[Click here for](#)

[Arad, Ex Dir](#)

re Information And Support Is Available For
KF]

BO105: Our Natural And Built Environment Is Protected And
Respected [Ex.Dir KF]

BO113: Our Infrastructure Is Safe And Fit For The Future [Ex.Dir
KF]

BO101: We Ensu
Everyone [Ex.Dir

Success Measures

Success Measures

Success Measures

17/18

17/18 F04/18/19 F01/20/21

17/18 F04/18/19 F01/20/21

17/18 F04/18/19 F01/20/21

FQ3 2019/20 PERFORMANCE REPORT

1.0 EXECUTIVE SUMMARY

- 1.1 The Council's Performance and Improvement Framework (PIF) sets out the presentation process for the Quarterly Performance Reports. This paper presents the Planning, Protective Services and Licensing (PPSL) Committee with the Development and Economic Growth Service (PPSL only) FQ3 2019-20 (October - December) Performance Report and accompanying PPSL Scorecard.
- 1.2 It is recommended that the PPSL Services Committee reviews the FQ3 2019/20 Performance Report as presented.

5.3 Legal The Council has a duty to deliver best value under the Local Government in

Carried Forward From Previous Quarter: Y	Action Milestone Dates: FQ4 19/20	Responsible Person: Regulatory Services Manager/Development Management Manager/Development Policy Manager
Key Challenges Resolved In Previous Quarter		
<p>BO110 We Support Businesses, Employment and Development Opportunities (DEG)</p> <p>1. Challenge - Update and Improve our Conservation Area Appraisal Coverage.</p> <p>Action Detail - Helensburgh Conservation Area was approved by PPSL and designated by Council in September. Slate Islands and Lochgilphead Conservation Area Appraisals are scheduled for presentation to PPSL for approval before the end of 2019. During FQ3 this challenge was resolved.</p>		

Our Off-Track Performance Indicators

Indicator Ref: DEG104_01 [PR104_01]-Increase the % of broadly compliant food businesses as a result of our enforcement interventions (EH-Programme Interventions with Business)

Trend	Target	Actual	Owner	Commentary																		
	85.0 %	84.8 %	Alan Morrison	Due to work targeting medium risk premises and unrated premises in Q3 the total number of premises which were broadly compliant increased by 4 premises but there are an additional 46 premises on our database. The % of broadly compliant premises in Argyll and Bute in Q3 is 84.8 % and reduction in 1.8% from Q2 and just below our 85% internal target. This figure varies considerably and reflects the outcome of inspections, condition of food premises and also can vary due to number of premises. It should be noted that premises will fall into and out of broadly compliant for various reasons, which are out with the services control. This however, impacts on the level of enforcement actions required.																		
Quartile	Target	Actual	Benchmark	<table border="1"> <caption>Performance Comparison Data</caption> <thead> <tr> <th>Quarter</th> <th>Target (%)</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr> <td>FQ3 18/19</td> <td>85.0%</td> <td>87.3%</td> </tr> <tr> <td>FQ4 18/19</td> <td>85.0%</td> <td>87.2%</td> </tr> <tr> <td>FQ1 19/20</td> <td>85.0%</td> <td>86.6%</td> </tr> <tr> <td>FQ2 19/20</td> <td>85.0%</td> <td>86.9%</td> </tr> <tr> <td>FQ3 19/20</td> <td>85.0%</td> <td>84.8%</td> </tr> </tbody> </table>	Quarter	Target (%)	Actual (%)	FQ3 18/19	85.0%	87.3%	FQ4 18/19	85.0%	87.2%	FQ1 19/20	85.0%	86.6%	FQ2 19/20	85.0%	86.9%	FQ3 19/20	85.0%	84.8%
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Global

RO110: We Support Businesses	RO102: We Provide Support, Prev
Better Lifestyle Choices [DEG]	Opportunities [DEG]
Actual On track to	Actual 98.6 %
Actual 97.0 %	Actual 2.6 Days
DEG110_08 [PR110_03]-Maintain an effective	DEG105_03 [PR105_03]-The percentage of
Actual On track	Actual 84.8 %
Target On track	Actual 100.0 %

The image shows a dashboard with various performance indicators, including 'Actual' values and 'On track' status. Some indicators are highlighted in yellow and others in red. The dashboard includes a navigation bar at the top with 'Global' and 'Home' buttons. The main content area displays several key performance indicators (KPIs) for different business units or projects. The KPIs are organized into a grid. The first row shows 'RO110: We Support Businesses' and 'RO102: We Provide Support, Prev'. The second row shows 'Better Lifestyle Choices [DEG]' and 'Opportunities [DEG]'. The third row shows 'Actual On track to' and 'Actual 98.6 %'. The fourth row shows 'Actual 97.0 %' and 'Actual 2.6 Days'. The fifth row shows 'DEG110_08 [PR110_03]-Maintain an effective' and 'DEG105_03 [PR105_03]-The percentage of'. The sixth row shows 'Actual On track' and 'Actual 84.8 %'. The seventh row shows 'Target On track' and 'Actual 100.0 %'. The dashboard also features a 'Home' button in the top right corner and a 'Global' label in the top left corner. The overall layout is clean and professional, with a focus on data visualization and performance tracking.

