
ARGYLL AND BUTE COUNCIL

POLICY AND RESOURCES COMMITTEE

CUSTOMER SUPPORT SERVICES

10 DECEMBER 2020

PERFORMANCE REPORTS FQ2 2020/21 –

FINANCIAL SERVICES

COMMERCIAL SERVICES

LEGAL AND REGULATORY SUPPORT

CUSTOMER SUPPORT SERVICES

1.0 EXECUTIVE SUMMARY

- 1.1 The Council's Performance and Improvement Framework (PIF) sets out the presentation process for regular performance reporting. As a consequence of Covid-19 alternative options for each PIF activity have been agreed by the Strategic Management Team.
- 1.2 This paper presents the

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2.0 INTRODUCTION

- 2.1. The Council's Performance and Improvement Framework (PIF) sets out the presentation process for regular performance reporting. As a consequence of Covid-19 alternative options for each PIF activity have been agreed by the Strategic Management Team.
- 2.1 This paper presents the Policy and Resources Committee with the FQ2 2020/21 Performance Report for Financial Services, Commercial Services Legal and Regulatory Support and Customer Support Services in a revised simplified format commensurate with the Covid-19 situation.

3.0 RECOMMENDATIONS

- 3.1 That members review and scrutinise the FQ2 2020/21 Performance Reports as presented.

4.0 DETAIL

- 4.1 As a consequence of Covid-19 the normal arrangements for members' scrutiny of performance has been suspended with an interim arrangement in place.

- 4.2 To simplify the process during the Council's response to Covid-19, Heads of Service were asked to identify Key Performance Indicators for their Service and these are attached at appendix 1.
- 4.3 Simplifying and focusing the performance reports in this manner is a proactive approach to help minimise back office function/non-essential activities whilst maintaining a level of service that supports scrutiny, performance monitoring and out statutory duties.

5.0 IMPLICATIONS

- 5.1 Policy None
- 5.2 Financial None
- 5.3 Legal The Council has a duty to deliver best value under the Local Government in Scotland Act 2003
- 5.4 HR None
- 5.5 Fairer Scotland Duty: None
- 5.5.1 Equalities - protected characteristics None
- 5.5.2 Socio-economic Duty None
- 5.5.3 Islands None
- 5.6. Risk Ensures that all our performance information is reported in a balanced manner
- 5.7 Customer Service None

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Executive Director with responsibility for Commercial Services and Legal and Regulatory Support

Kirsty Flanagan
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9 November 2020

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APPENDICES

Appendix 1 – Key Performance Indicators for -

Financial Services

Commercial Services

Legal and Regulatory Support

Customer Support Services