
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 th 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 groups of two bars each. The first group has a dark gray bar at approximately 45% and a light gray bar at approximately 55%. The second group has a dark gray bar at approximately 45% and a light gray bar at approximately 55%. The third group has a dark gray bar at approximately 50% and a light gray bar at approximately 65%. The fourth group has a dark gray bar at approximately 55% and a light gray bar at approximately 55%. The fifth group has a dark gray bar at approximately 55% and a light gray bar at approximately 55%. A horizontal line is drawn at the 50% level, with small gray dots marking the top of each dark gray bar.</p>

no. Atoll and Biko's claim people chosen to live, leave work and do business.



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