

SUMMARY OF PERFORMANCE - No. of Success Measures:

Green 63

Red 5

No Data 13 (Not Due To Report)

Delivering Our Outcomes

Corporate Outcome 1 - People | 30m | 15.9 14.64 5.64 reW*BT/TT0 12 Tf1534 Tf152.78 468.82 Td(-)TJTQ0 7.56 465.58 694.9 14.64 b0 7.56 46

Key Challenges and Actions to address the Challenges

Business Outcome BO110 We Support Businesses, Employment and Development Opportunities

3. Challenge Personal Liquor Licence 10 year renewal has resulted in 300 plus applications in the first quarter.

3. Action Detail Programme in place to process all applications by the Scottish Government deadline in February 2020.

Carried Forward From Previous
Quarter: No

Action Milestone Dates:
29 February 2020

Responsible Person:
Susan Mair

Key Challenges and Actions to address the Challenges

Business Outcome BO113 Our Infrastructure is Safe and Fit for the Future

4. Challenge - Delivery of the Council's Capital Works Programme for 19/20 on time and within budget

4. Action Detail Ensure best use of existing staff resources including experience, suitability to project and geographical considerations to minimise travelling time and maximise productivity. The engagement of suitable and experienced external designers to augment the in-house resources where additional capacity is required or to provide professional disciplines not carried out in-house. Fully engage with the Council's capital monitoring process to ensure early intervention action can be taken as necessary.

Carried Forward From Previous
Quarter: Yes

Action Milestone Dates:
31 March 2020

Responsible Person:
Ross McLaughlin/Craig Houston

Key Challenges and Actions to address the Challenges

Business Outcome BO113 Our Infrastructure is Safe and Fit for the Future

Carried Forward From Previous
Quarter:

Key Challenges

Our Off-Track Performance Indicators

INDICATOR REF: CS101_07-Increase Self Service Contacts (Customer Service Centre)

TREND	TARGET	ACTUAL	OWNER	COMMENTARY
	FQ1 19/20	FQ1 19/20		

83,000

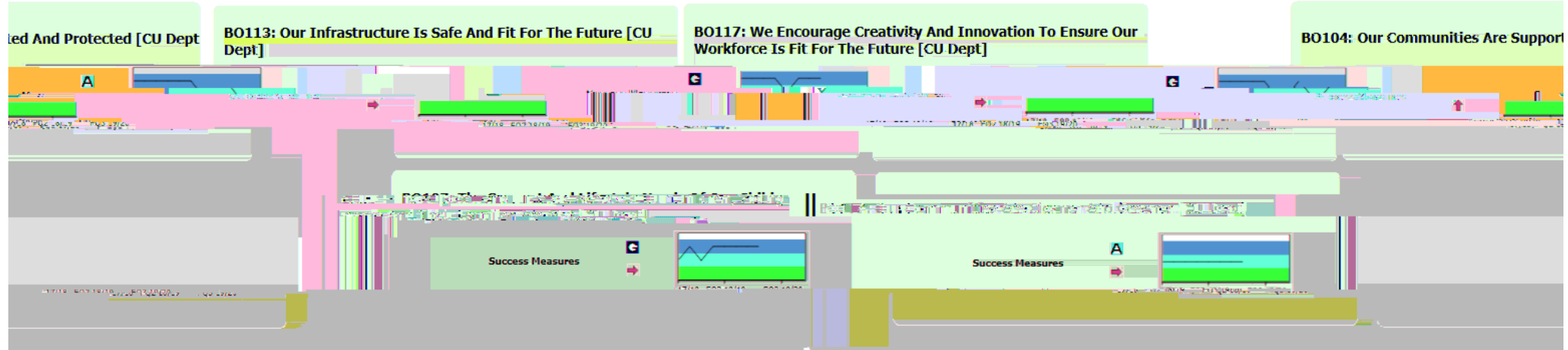
INDICATOR REF IHR115_06-Percentage of HR contracts that are issued within 5 working days of receipt of the Successful Candidate Form. (HR)

TREND	TARGET FQ1 19/20	ACTUAL FQ1 19/20	OWNER	COMMENTARY
	90%	47%	Tom Kerr	

INDICATOR REF GL116_02-Percentage of Community Councils who feel supported by the service (Quarterly Conversions)				
TREND	TARGET	ACTUAL	OWNER	COMMENTARY
	FQ1 19/20	FQ1 19/20		

71.4%

'Making Aravalli and Bute a place people choose to live, learn, work and do business'



The financial reporting for FQ1 2019/20 can be found in the following Committee Papers - [Policy and Resources Committee - 15 August 2019](#)

