

Delivering Our Outcomes – This highlights past performance as illustrated through our Key Performance Indicators(KPIs)

## KEY TO SYMBOLS

**R** Indicates the performance has not met the expected Target

**G** Indicates the performance has met or exceeded the expected Target

The Performance Trend Arrow indicates the direction of travel compared to the performance reporting period

DELIVERING OUR OUTCOMES OUR KEY PERFORMANCE INDICATORS

Indicator CSS101\_02 Increase public use of corporate social media sites to three categories of information: council news, community success and general use.

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Indicator CSS101\_03 Increase the percentage of telephone service enquiries received by Customer Service Centres that are dealt with at the first point of contact by the Service Centre.

Why measure this? This illustrates how we aim to get every customer contact 'right first time' through our Customer Service Centres without having to transfer the query to officers within the specific service.

Commentary This figure is based on the number of calls made, answered and transferred. Total number of calls received = 29,25,746 answered at first point of contact. First point of contact means that the customer service agent has sufficient information at hand to answer the question for the caller there and then without having to refer the service for the answer.

This indicator is above target and performance has improved since the last reporting period

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Indicator CSS112\_01 Increase the use of #abplace2b and .abplace2b.scot.

Why measure this? These budget marketing resources promote the area as a great place to live and visit. Increasing their use by ourselves and others is increasing awareness of Argyll and Bute.

Commentary Based on Instagram alone the public/council use of #abplace2b continues to grow. The value in this is that it draws people's attention to information, from jobs to lifestyle, showcasing the area as a great place to live and work.

## DELIVERING OUR OUTCOMES

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Indicator CSS115\_01 Increase the percentage of all Self Service and automated contacts.

Why measure this? Increasing the volume of self service and automated contacts reduces the use of other higher cost channels and improves our efficiency.

Commentary In FQ1 there were 37,224 transactions dealt with by customer service agents (27.2%) and 99,398 automated or self service transaction (72.8%) so the 62% target was well exceeded.

This indicator is above target and performance has improved since the last reporting period

TARGET FQ1	ACTUAL FQ1	BENCHMARK	PERFORMANCE
62%	72.8%	2020/21: TBC 2019/20: 71%	





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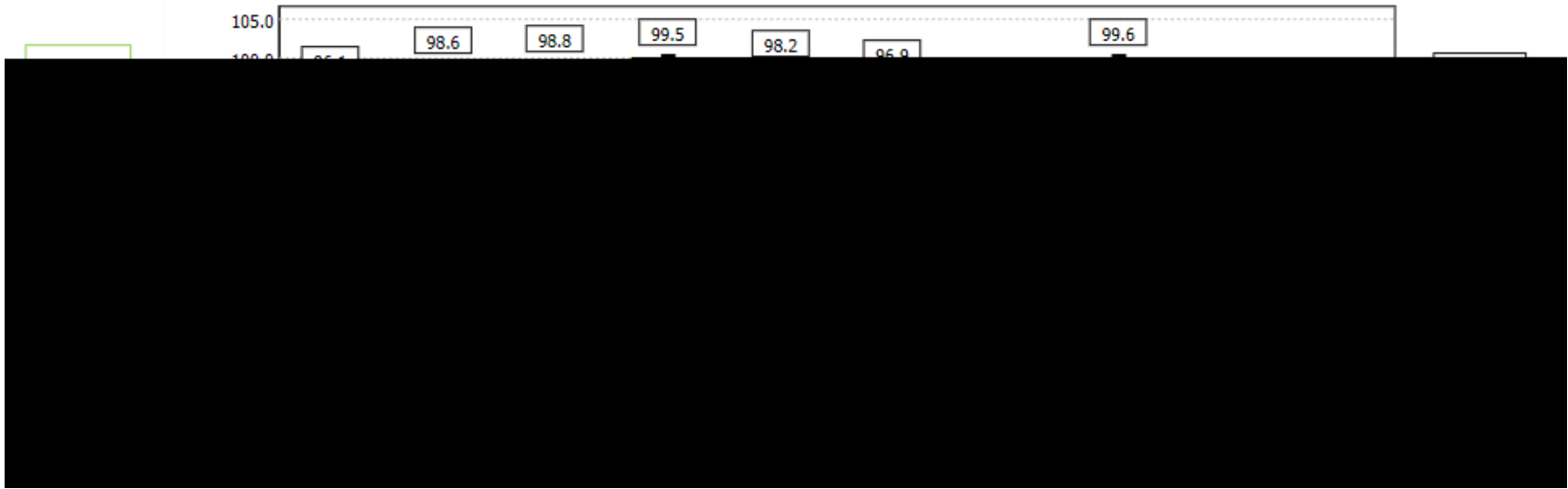
DELIVERING OUR OUTCOMES –

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DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: DEG105\_01 Respond to Building Warrant applications within 20 **days**.

Why measure this? Providing a prompt service helps support the local economy. This national target allows us to benchmark our



DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator:

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Indicator: DEG105\_03 Increase the use of the Building Standards service towards it being self-funding.

Why measure this? Market the Building Standards service to provide income

DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS

Indicator: DEG112\_03 Deliver the Tarbert and Lochgilphead Regeneration Fund project.

Percentage of project delivery to date

Total spend to date

[Why measure this? This strategic development project is delivering Stronger Places. It focuses on delivering physical improvements and creating an outstanding built environment and a sense of place.](#)

Commentary: Lochgilphead Front Green - Following the contract being let to Hawthorn Heights Limited for the main works to the Front Green works have now started on site. Contract end is January 2022. Ardrishaig North Public Realm - Awaiting planning consent and formal application being submitted to Sustrans (Sustainable Transport) for funding, decision will be known end of July. Tender will not be issued until decision is known on funding. Gleaner Phase 2 - Discussions on going with Scottish Canals

This indicator is above target with no change in performance since the last reporting period

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Indicator: RIS113\_01 There are no 'avoidable' weight restrictions in place on our roads and bridges.

Why measure this? Weight restrictions can have a negative effect on the communities, businesses and tourism therefore no weight restrictions will be placed on roads if there is no alternative routes or if there is a local need for unrestricted vehicular access.

Commentary:

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Indicator: RIS113\_04 The percentage of Class 1 potholes that are repaired within 36 hours.

Why measure this? Robust pot hole repairs help keep our communities and roads safe. Insurance claims against the council are also kept to a minimum whereby reducing avoidable spend.

Commentary:



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Indicator: RIS114\_01 The percentage of waste that is recycled, composted or recovered.

Why measure this? We aim to reduce the amount of material going to landfill. Managing the percentage of waste that is recycled, composted or recovered helps to better understand landfill trends and, where possible, apply interventions to increase diversions from landfill.

Commentary:

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## DELIVERING OUR OUTCOMES – OUR KEY PERFORMANCE INDICATORS