

COMMUNITY SERVICES PERFORMANCE REPORT

Report By: Performance Improvement Manager

Wards Affected

Countywide.

Purpose

1. To report on the available Performance Indicators position and provide information about current performance management work within the Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. The Performance Management Framework of the Council requires reporting to the Scrutiny Committees at 4, 6, 8, 10 and 12 months. This reporting format has been produced to provide coverage and commentary about a selection of Best Value and Local Performance Indicators, all of which are included within the Corporate Plan and are reported in line with the Annual Operating Plan requirements. Issues, challenges and concerns relating to the Performance Indicators will be reported on an exception only basis, when activity levels are not in line with the planned targets.
4. The detail of the performance for each Service Block is given in the attached Appendices.

Overall Comment

5. Due to the corporate restructure and a change in personnel, we have taken the opportunity to review the approach taken for reporting performance information. This reporting format has been produced to present the complete picture of performance against targets for the wide range of performance indicators within Community Services, along with comments against the comprehensive range of services. The intention in future reports will be to rationalise the number of indicators presented based on agreed priorities and consider exception reporting only against service activity. This will enable a more focused consideration of performance management across the Division.

RECOMMENDATION

THAT the report on Community Services Performance be noted

BACKGROUND PAPERS

- None identified

Further information on the subject of this report is available from
Andrew Hasler, Performance Improvement Manager on (01432) 260655