

PERFORMANCE MONITORING

Report By: Performance Improvement Manager

Wards Affected

County-wide

Purpose

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

Financial Implications

2. No direct implications.

Background

3. The Performance Management Framework of the Council requires reporting to Scrutiny Committee 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.

Other Performance Developments

5. As a Directorate, we are entering into the new round of Service Planning in line with the Corporate Performance Framework. The Performance and Records Management section are supporting this process and offering the opportunity for performance clinics to review and develop indicators and targets.

RECOMMENDATION

THAT (a) the report on Community Services Performance be noted;

And;

(b) areas of concern continue to be monitored

BACKGROUND PAPERS

- None identified.

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