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**TITLE: PERFORMANCE MANAGEMENT – SIX MONTH REPORT UPDATES**

To: Operational Services Committee

Date: 18th November 2019

From: Jo Brooks, Director, Operations

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1.0 Issue

1.1 To update Operational Services Committee on the progress made over the previous six months within the Service Delivery Plans (2019/2020) for the following:

- Building Control Services
- Communities & Partnerships
- Customer Services
- Environmental Services
- Licensing
- Housing and Community Safety
- Information Technology
- Performance Management
- Planning
- Waste Services

2.0 Recommendations

2.1 Operational Services Committee are asked;

- To note the progress made against the priorities of the Council including areas where the service has been under achieving and where outstanding performance was delivered.

3.0 Background

3.1 Performance management continues to play a key role within the Council.

3.2 All services are required to highlight outcomes and outputs against the Council's Corporate Priorities and service level performance measures.

3.3 The six month update reports provide Councillors with the opportunity to understand how each service is achieving against their priorities.

4.0 Argument and Conclusions

4.1 Monitoring performance enables the Council to highlight key outcomes against the main priorities. It provides an opportunity to identify under and over performance and forward plan effectively.

5.0 Financial Implications

5.1 There are no financial implications other than officer time attributed to this report and assessing the Service Delivery Plans.

## 6.0 Equality Impact Assessment

6.1 All Service Delivery Plans, where there are direct impacts on equality and diversity will have corresponding equality impact assessments against them.

## 7.0 Appendices

Appendix A- Building Control Services  
Appendix B- Communities & Partnerships  
Appendix C- Customer Services  
Appendix D- Environmental Services  
Appendix E- Licensing  
Appendix F- Housing & Community Safety  
Appendix G – Information Technology  
Appendix H – Performance Management  
Appendix I – Planning  
Appendix J – Waste Services

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**Background documents-** None

### **Contact officer**

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