






# Commitments towards our Vision

## Performance Management Service- service delivery plan 2019/2020

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year	Owner	Status	Outcome or output at the six month stage
Promote the achievements of East Cambridgeshire District Council against the Corporate Plan and wider Corporate Priorities	Delivering a financially sound and well managed Council	Produce an end of year Council report which promotes the achievements made against the Corporate Plan.  To be designed, completed and printed by August 2019. Distributed to every household by end of September 2019.  1 produced  Delivered to every household	1 produced  Delivered to every household	Hetty Thornton- Performance Management Officer		Completed. Designed, printed and distributed to every household across East Cambs
Support the Council to bring about efficiency savings		Using Lean processes, look as identifying efficiencies with 2 services by November 2019.  Highlight areas of inefficiency within the Council and put in recommendations to improve ways of working and better support our customers.  Provide on-going findings and recommendations to CMT as and when Lean reports are completed.	Completed February 2018- worked with Care and Repair, Building Control, Environmental Services and Markets.  Findings presented to CMT within End of Year reports. Efficiencies identified	Hetty Thornton- Performance Management Officer		Completed one additional Lean Review to date on Waste Services. This identified better working practices and recommendations to improve working relationships with developers.  Other Lean review has not been completed due to continuing to work in Waste Services for 2.5 days per week and additional responsibilities
		Continue to offer project management support to phase 1 of the HR and payroll management system.  Ensure that Phase 1 goes successfully into Business as usual.	Project management has been on-going.	Hetty Thornton- Performance Management Officer		Phase 1 has still not been closed down due to some outstanding issues. These are nearly resolved but



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			Phase 2 has been completed but Phase 1 continues to be on-going			until these are completed satisfactorily, then Phase 1 will stay open.  Performance Management Officer has continued to offer support to the project under Prince 2 methodology.
Ensure that Council priorities are met through effective performance reporting	A fantastic place to live, work and visit	Present the six month update performance reports on behalf of all services which demonstrate how the Council is meeting the needs of our customers.  By October 2019	Six month update reports were presented at Committee	Hetty Thornton-Performance Management Officer		On going. Performance Management Officer has supported Service Delivery Leads with their six month report update
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	A fantastic place to live, work and visit	To regularly review risks associated with performance management, including: <ul style="list-style-type: none"> <li>Ensuring all Service Delivery Leads meet their requirements within their Service Delivery Plans</li> <li>Project management of the HR and payroll management system which meets the needs of ECDC and its staff</li> </ul>	Ongoing	Hetty Thornton-Performance Management Officer		On-going. Risks continually reviewed. Performance Management Officer sits on the risk register corporate group

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Lead the project management of the initial data migration for Her Majesty's Land Registry	Delivering a financially sound and well managed Council	To project manage the pre-migration data testing in preparation for the full data migration to HMLR (Her Majesty's Land Registry).  Manage a project team to look at planning data to determine levels of accuracy,	New target	Hetty Thornton- Performance Management Officer Support from Paula Holmes- Legal Services, Lucy Flintham- Planning Services, Karen Wright- ICT Services		Performance Management Officer and the Project Team has met with Her Majesty's Land Registry. ECDC unable to extract the initial data sets required for pre-migration due to software not being in place and lack of knowledge to extract the data. This is in the process of being resolved with upgrade of software and additional support being provided by HMLR.
	A fantastic place to live, work and visit	NEW TARGET  Working in the Business development manager role (secondment) for Waste Services- Design a new education van which will promote the work of ECSS, help to reinforce the new education programme and help to highlight the benefits of recycling across East Cambs.	N/A	Hetty Thornton		New waste education van has been externally designed which promotes ECSS and helps education children, young people and adults on the benefits of recycling. It shows the current outputs from Waste Services and also includes interactive education games

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						to help families understand what can/cannot be recycled locally. The van will be used to visit community groups, schools, and events and act as a community hub when required.