

PERFORMANCE MANAGEMENT – SIX MONTH UPDATE REPORTS

To: Corporate Governance and Finance Committee

Date: 1st December 2016

From: Hetty Thornton- Performance Management Officer

[R140]

1.0 ISSUE

1.1 Developing robust Service Delivery Plans and carrying out continuous performance management enables the Council to focus on specific targets which meet the needs of our customers.

1.2 This report provides Members with mid-year performance outcome reports.

2.0 RECOMMENDATIONS

2.1 Members are requested to note the six month performance updates and comments from Service Delivery Champions for the following services:

- Strategic Planning
- Democratic Services
- Infrastructure and Strategic Housing
- Financial Services

3.0 BACKGROUND

3.1 Effective and continuous performance management enables the Council to quickly identify whether the service is meeting its targets or if there are areas of underperformance (where interventions can be quickly put in place to mitigate against impact).

3.2 Six month updates provide opportunities for Members and the public to see how the Council is performing against our Corporate Plan.

3.3 To enable Service Delivery Champions to become more actively involved in their respective services, Champions have been asked to make comments about the progress made to date (which can be seen at the end of the six month update reports).

4.0 ARGUMENT AND CONCLUSIONS

4.1 Performance reporting provides clear indications as to whether the Council is performing effectively against the Corporate Plan and Service Delivery Plans.

4.2 If there are areas of underperformance these are highlighted quickly to avoid potential negative impacts against the Council's performance outcomes.

5.0 FINANCIAL IMPLICATIONS

5.1 There are no financial implications other than officer time attributed to this report.

6.0 EQUALITY IMPACT ASSESSMENT

6.1 There are no equality impact assessment requirements.

7.0 APPENDICES

Appendices - Six month performance updates (printed separately):

- (a) Strategic Planning
- (b) Democratic Services
- (c) Infrastructure and Strategic Housing
- (d) Financial Services

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
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