
TITLE: Performance Management – Quarters 1& 2 Performance Updates

To: Commercial Services Committee

Date: 13th January 2016

From: Hetty Thornton (Performance Management Officer & Programme Manager)

[Q165]

1.0 Issue

- 1.1 To inform Members of the progress made against the Council's Corporate Priorities, including the Corporate Plan, in the first two quarters of 2015/2016.

2.0 Recommendations

- 2.1 Commercial 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 in the following services;

- Leisure and Community Services,
- Markets, Town Centres and Tourism Services,
- Open Spaces and Facilities Services,
- Reprographics Services

- 2.2 To note the emerging issues and challenges moving forward.

3.0 Background

- 3.1 To ensure that the priorities of the Council are being met effectively and monitored closely, it was agreed that all services would provide a report to Members half way through the performance management cycle and then subsequently at the end of the reporting period.
- 3.2 To provide consistency of approach, the six month reporting template will remain the same as last years'.
- 3.3 Where a service has significantly over and underperformed, these will be highlighted clearly in the reports.
- 3.4 Any key emerging issues within this reporting period and areas for focus in the forthcoming six months will be stated in order to help mitigate against failing to meet our Corporate Priorities.
- 3.5 In order to help with the delivery of outcomes and to continue to build upon our joint working arrangements across our services there are a number of outcomes which are being delivered in partnership.
- 3.6 The Reprographics Service has only recently presented their service delivery plan to committee and therefore some of the outcomes are limited to report on.

4.0 Summary of progress made within the 4 aforementioned service areas for quarters 1 & 2 against our Corporate Plan 2015-2019;

- Free car parking in Ely and town centre car parks continues to be offered to visitors.
- The new District Leisure Centre has completed RIBA Stage C and the Council has secured Member approval to appoint internal resources.
- A new Business Development Manager has been appointed to help provide support to leisure services throughout the district.
- Land has been identified and negotiations are in place to acquire sufficient land to provide an additional 150 car park spaces in Angel Drove, Ely.

5.0 Argument and Conclusions

5.1 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.

6.0 Financial Implications

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

7.0 Equality Impact Assessment

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

8.0 Appendices

Appendix A- Leisure and Community Services,
Appendix B- Markets, Town Centres and Tourism Services,
Appendix C- Open Spaces and Facilities Services,
Appendix D- Reprographics Services.

Background Documents:
None

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