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**TITLE: Performance Management – six month update reports**

To: Commercial Services Committee

Date: 22nd November 2016

From: Hetty Thornton- Performance Management Officer

[R120]

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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 and two new Service Delivery Plans.

2.0 Recommendations

- 2.1 Members are requested to:
  - Approve the Service Delivery Plans for the following services:
    - Communities and Partnerships
    - Leisure
  - Note the six month performance updates and comments from Service Delivery Champions for the following services:
    - Tourism and Town Centres
    - Open Spaces and Facilities
    - Reprographics

3.0 Background

- 3.1 Changes in the structure of Leisure and Communities Services has led to the development of two new services within the Council: Communities and Partnerships and Leisure Services.
- 3.2 Due to the recent changes, Leisure Services and Communities and Partnerships Service will be presenting their new Service Delivery Plans to Members mid-way through the performance management year (the plans will present measures up to 31<sup>st</sup> March).
- 3.3 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).
- 3.4 Six month updates provide opportunities for Members and the public to see how the Council is performing against our Corporate Plan.
- 3.5 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

Appendix A- Service Delivery Plans

(a) Community and Partnerships Service

(b) Leisure Services

Appendix B- Six month performance updates

(a) Tourism and Town Centres

(b) Open spaces and Facilities

(c) Reprographics

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**Background documents-** None

#### **Contact officer**

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