PERFORMANCE MANAGEMENT – END OF YEAR PERFORMANCE REPORTS & NEW SERVICE DELIVERY PLANS

To: Resources and Finance Committee

Date: 29th March 2018

From: Hetty Thornton - Performance Management Officer

[S268]

1.0 ISSUE

1.1 The following report provides Members with the end of year performance outputs for 2017/2018 and the new service delivery plans for 2018/2019.

2.0 RECOMMENDATIONS

2.1 Members are requested to approve the end of year performance outputs and the new service delivery plans for the following services:

- Performance Management
- Financial Services
- Legal Services
- Democratic Services
- Infrastructure and Strategic Housing
- Strategic Planning
- Customer Services
- Reprographics Services
- Human Resources
- ICT

3.0 BACKGROUND

3.1 Service Delivery Plans enable the public and the Council to see what each service is focusing on in the forthcoming 12 months.

3.2 The end of year reports clearly identify what has been achieved within each service in the previous 12 months.

4.0 ARGUMENT AND CONCLUSIONS

4.1 If there are areas of underperformance these are highlighted quickly to avoid potential negative impacts (where there are negative impacts these are mitigated against).

4.2 Where there are areas of underperformance, these are shown as “down arrows”. Where performance has been shown to have exceeded expectations these are shown as “up arrows”.

5. FINANCIAL IMPLICATIONS

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

6 EQUALITY IMPACT ASSESSMENT

6.1 There are no equality impact assessment requirements.

7 APPENDICES

Appendix A - End of year reports 2017/2018 and new Service Delivery Plans 2018/2019 for the following services (circulated separately):

- Performance Management
- Financial Services
- Legal Services
- Democratic Services
- Infrastructure and Strategic Housing
- Strategic Planning
- Customer Services
- Reprographics Services
- Human Resources
- ICT

Background documents - None

Contact officer
Hetty Thornton
Performance Management Officer
(01353) 616233
Email- hetty.thornton@eastcambs.gov.uk