

**PERFORMANCE MANAGEMENT – SIX MONTH REPORT UPDATES**

To: Resources and Finance Committee

Date: 29<sup>th</sup> November 2018

From: Hetty Thornton – Performance Management Officer

[T135]

1.0 ISSUE

1.1 To update Resources and Finance Committee on the progress made over the previous six months within the Service Delivery Plans (2018/2019) for the following:

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

2.0 RECOMMENDATIONS

2.1 Resources and Finance 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.
- To note the comments made by Service Delivery Champions.

3.0 BACKGROUND

3.1 Performance management continues to play a key role within the Council.

3.2 All services are required to highlight outcomes and outputs against the Council's Corporate Priorities and service level performance measures.

3.3 The six month update reports provide Councillors with the opportunity to understand how each service is achieving against their priorities.

4.0 ARGUMENT AND CONCLUSIONS

4.1 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.

## 5.0 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications other than officer time attributed to this report and assessing the Service Delivery Plan updates.

## 6.0 EQUALITY IMPACT ASSESSMENT

- 6.1 All Service Delivery Plan updates, where there are direct impacts on equality and diversity will have corresponding equality impact assessments against them.

## 7.0 APPENDICES

Appendix A – J: Six month update reports 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

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