
PERFORMANCE MANAGEMENT

To: Resources and Finance Committee

Date: 30th November 2017

From: Hetty Thornton – Performance Management Officer

[S177]

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 (2017/2018) for the following:

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

1.2 To present the Service Delivery Plan for ICT, which consists of performance measures for the next six months.

2.0 **RECOMMENDATIONS**

2.1 Resources and Finance Committee are asked:

- To approve the Service Delivery Plan for ICT (which sets out performance measures for the next six months).
- To note the progress made, in the 9 services mentioned above 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 provides Councillors with the opportunity to understand how each service is achieving against their priorities.

3.4 Due to period of change within the team, ICT Services have not yet presented their service delivery plan to committee. The attached plan therefore presents performance measures for the forthcoming six months.

3.5 For the first time in performance monitoring reports, Service Delivery Leads have been asked to identify high level risks which could affect the Council corporately. Where applicable, these are reflected at the bottom of each report.

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 Plans.

6.0 EQUALITY IMPACT ASSESSMENT

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

7.0 APPENDICES (circulated separately)

Appendix A-Finance (six month update)

Appendix B-Democratic Services (six month update)

Appendix C-ICT (Service Delivery Plan - six months)

Appendix D-Legal Services (six month update)

Appendix E-Human Resources (six month update)

Appendix F-Performance Management (six month update)

Appendix G-Infrastructure and Strategic Housing (six month update)

Appendix H-Strategic Planning (six month update)

Appendix I-Customer Services (six month update)

Appendix J-Reprographics (six month update)

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	Room The Grange Ely	Hetty Thornton Performance Management Officer (01353) 616233 Email - hetty.thornton@eastcambs.gov.uk