

**TITLE: PERFORMANCE MANAGEMENT – SIX MONTH UPDATE REPORTS**

To: Regulatory and Support Services Committee

Date: 5<sup>th</sup> December 2016

From: Hetty Thornton- Performance Management Officer

[R150]

---

1.0 Issue

1.1 To ensure that the Council is meeting the needs of our customers regular performance monitoring is required.

1.2 This report provides Members with the mid-year performance outcomes.

2.0 Recommendations

2.1 Members are requested to:

- Note the six month performance updates
- Note the comments from Service Delivery Champions for the following services;
  - Performance Management
  - Building Control
  - Legal Services
  - Environmental Services
  - Licensing
  - Housing and Community Safety
  - Planning
  - Waste Services
  - Customer Services
  - ICT
  - Human Resources

3.0 Background

3.1 Six month performance report updates provide opportunities to highlight performance outcomes against the Council's Corporate Plan and Service Delivery Plans at the mid-year point.

3.2 To enable Service Delivery Champions to become actively involved in their respective services, Champions have been asked to make comments about the progress made to date against the performance measures within the Service Delivery Plans.

3.3 Effective and continuing 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).

4.0 Argument and Conclusions

4.1 Six month update reports provide clear indications as to whether the Council is performing effectively against the Corporate Plan and Service Delivery Plans.

4.2 Areas of underperformance 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- Six month updates from the following services;

- (a) Performance Management
- (b) Legal Services
- (c) Building Control
- (d) Environmental Health
- (e) Licensing
- (f) Housing and Community Safety
- (g) Planning
- (h) Waste Services
- (i) Customer Services
- (j) ICT
- (k) Human Resources

---

**Background documents-** None

**Contact officer**

Hetty Thornton

Performance Management Officer

(01353) 616233

Email- [hetty.thornton@eastcambs.gov.uk](mailto:hetty.thornton@eastcambs.gov.uk)