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**TITLE: PERFORMANCE MANAGEMENT – SIX MONTH REPORT UPDATES**

To: Regulatory Services Committee

Date: 6<sup>th</sup> November

From: Hetty Thornton – Performance Management Officer

[S166]

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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:

- Building Control Services
- Environmental Services
- Licensing
- Housing and Community Safety
- Planning
- Waste

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

2.0 Recommendations

2.1 Regulatory Services 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 provides 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 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

Appendix A- Building Control Services

Appendix B- Environmental Services

Appendix C- Licensing

Appendix D- Housing and Community Safety

Appendix E- Planning

Appendix F-Waste

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**Background documents-** None

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