
TITLE: PERFORMANCE MANAGEMENT

To: Regulatory and Support Services Committee

Date: 7th December 2015

From: Hetty Thornton (Performance Management Officer)

[Q141]

1.0 Issue

1.1 To provide Members with the end of year performance reports and the new Service Delivery Plans 2015/2016 for the following services;

- Human Resources

1.2 Under the performance management arrangements all services produced service delivery plans in October 2014 which set out what they are looking to achieve linking back to the priorities of the council.

1.3 Due to the recent restructure in some services within the Council, there has been a change in some roles and responsibilities.

1.4 The Service Delivery Plans presented represent this change and as such some of the performance measures will be new and won't have baseline figures against them.

1.5 Where baseline figures are shown, any differences in outputs with a 10% variance (either positive or negative variance) will have an explanation of the circumstances behind the results.

1.6 As the Service Delivery Plans have been devised mid-reporting cycle, the performance measures represent projected cumulative figures from November 2015 to March 2016 i.e. not a full year.

2.0 Recommendations

2.1 That Commercial Services Committee note (where available) the outputs for 2015-2016 and approve the new performance measures for 2015/2016.

3.0 Background

3.1 Effective performance management enables all staff to have clear expectations of what is required of them.

3.2 The Service Delivery Plans for 2015/2016 have been developed against our five strategic outcomes which consist of;

- A safe, vibrant and inclusive community and community sustainability
- Maintaining sound finances and improve systems and practices
- A clean, green and attractive place
- Customers are at the heart of everything we do
- Be an excellent employer

Embedded within all of these is; a One Team Approach with a Can Do attitude.

4.0 Argument and Conclusions

4.1 The Service Delivery Plans 2015/2016 reflect the performance measures needed to ensure that the key priorities of the Council are delivered effectively and efficiently.

4.2 Members are asked to note the performance outputs (where available for 2014/2015) and agree the new measures in the Service Delivery Plans for 2015/2016.

5.0 Financial Implications

5.1 There are no financial implications

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

- Human Resources Service Delivery Plan (Appendix A)
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Background documents- None

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