

TITLE: PERFORMANCE MANAGEMENT – QUARTERS 1& 2 PERFORMANCE UPDATES

To: Regulatory and Support Services Committee

Date: 11th January 2016

From: Hetty Thornton (Performance Management Officer & Programme Manager)

[Q161]

1.0 Issue

1.1 To inform Members of the progress made against the Council's Corporate Priorities, including the Corporate Plan, in the first two quarters of 2015/2016.

2.0 Recommendations

2.1 Regulatory and Support 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 in the following services;

- Building Control Services,
- Legal Services,
- Environmental Health Services,
- Licensing Services,
- Performance Management.

2.2 To note the emerging issues and challenges moving forward.

3.0 Background

3.1 To ensure that the priorities of the Council are being met effectively and monitored closely, it was agreed that all services would provide a report to Members half way through the performance management cycle and then subsequently at the end of the reporting period.

3.2 To provide consistency of approach, the six month reporting template will remain the same as last years'.

3.3 Where a service has significantly over and underperformed, these will be highlighted clearly in the reports.

3.4 Any key emerging issues within this reporting period and areas for focus in the forthcoming six months will be stated in order to help mitigate against failing to meet our Corporate Priorities.

3.5 In order to help with the delivery of outcomes and to continue to build upon our joint working arrangements across our services there are a number of outcomes which are being delivered in partnership.

4.0 Summary of progress made within the 6 aforementioned service areas for quarters 1 & 2 against our Corporate Plan 2015-2019;

- Legal Services has provided on-going support; to develop the local authority trading company, to take forward the S106 Agreement for the CLT on land at Stretham, negotiated and completed the S106 Agreement for the CLT in Swaffham Prior and continue to help deliver the cinema and leisure centre projects.
- Performance monitoring arrangements across the Council continues to provide up to date information on outcomes to ensure that we deliver a high quality programme of work that meets the needs of our customers.
- Building Control are reviewing their current service and are considering the option of transferring to the Local Authority Trading Company. This option will continue to support our commercialisation agenda.
- Building Control Services are continuing to provide on-going technical advice on compliance issues for the proposed District leisure centre.

5.0 Argument and Conclusions

5.1 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.

6.0 Financial Implications

6.1 There are no financial implications other than officer time attributed to this report and assessing the Service Delivery Plans.

7.0 Equality Impact Assessment

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

8.0 Appendices

Appendix A- Building Control Services,
Appendix B- Legal Services,
Appendix C- Environmental Health Services,
Appendix D- Licensing Services,
Appendix E- Performance Management Services.

Background documents- None

Contact officer

Hetty Thornton
Performance Management Officer
(01353) 616233
Email- hetty.thornton@eastcambs.gov.uk