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**TITLE: PERFORMANCE MANAGEMENT – END OF YEAR PERFORMANCE REPORTS**

To: Regulatory and Support Services Committee

Date: 20<sup>th</sup> March 2017

From: Hetty Thornton- Performance Management Officer

[R228]

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1.0 Issue

1.1 Monitoring performance outcomes ensures that the Council is kept up to date with how well it is doing against Corporate Plan priorities and helps inform our forward planning.

1.2 This report provides Members with the end of year performance reports for 2016/2017 and the new Service Delivery Plans for 2017/2018.

2.0 Recommendations

2.1 Members are requested to agree the end of year performance reports and the new Service Delivery Plans for the following services:

- Performance Management
- Building Control
- Environmental Services
- Licensing (which will be presented by the Environmental Services Manager)
- Housing and Community Services
- Planning
- Waste
- Customer Services
- Human Resources
- Legal Services

3.0 Background

3.1 Performance management provides clear mechanisms to monitor outcomes against both service specific and Corporate Plan priorities.

3.2 Recent changes to the performance management cycle has enabled the Council to review the process and from 1<sup>st</sup> April 2017 onwards the performance monitoring timescales will align with the business planning cycle.

3.3 In addition, the Council has introduced a new template for the Service Delivery Plans (which are included within the appendices). This will now be the only template on which Service Delivery Leads will report their performance outcomes (the 2016/2017 end of year reports are presented on the previous template but will not be used in future).

#### 4.0 Argument and Conclusions

- 4.1 To ensure that Service Delivery Leads are confident using the new template the Performance Management Officer has supported them closely through this process.
- 4.2 If there are areas of underperformance these are highlighted quickly to avoid potential negative impacts (where there are negative impacts these are mitigated against).

#### 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- End of year reports 2016/2017 and new Service Delivery Plans 2017/2018 for the following services:

- Performance Management
- Building Control
- Environmental Services
- Licensing
- Housing and Community Services
- Planning
- Waste
- Customer Services
- Human Resources
- Legal Services

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**Background documents-** None

**Contact officer**

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