

**AGENDA ITEM NO. 10**

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**TITLE: END OF YEAR REPORTING AND NEW SERVICE DELIVERY PLANS**

Committee: Regulatory and Support Services Committee

Date: 27<sup>th</sup> June 2016

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1.0 ISSUE

1.1 To ensure that the Council continues to meet the needs of our customers' effective performance management across all services is essential.

1.2 This report provides Members with an update on the End of Year performance outputs for 2015/2016 and the new Service Delivery Plans for 2016/2017.

2.0 RECOMMENDATION(S)

2.1 Members are requested to:

- (i) Note the End of Year performance reports (2015/2016),
- (ii) Approve the Service Delivery Plans (2016/2017) for the following;
  - Legal Services,
  - Customer Services,
  - Information Communication Technology,
  - Planning Services,
  - Waste Services,

3.0 BACKGROUND/OPTIONS

3.1 Effective performance management provides clear pathways to ensuring that the Council's services meet the needs and expectations of our customers.

3.2 East Cambridgeshire District Council is committed to meeting the priorities within the Council's Corporate Plan and utilising performance management to show clear outcomes; both in terms of meeting the priorities and areas of further development.

- 3.3 The Service Delivery Plans focus on five Strategic Outcomes shown below with an overarching priority to undertake work with a “can do approach” and “open for business”;



- 3.4 In May 2016, Members agreed that the timescales for Performance Management will change to better align with the business planning cycle. In addition, the template for the end of year report has been simplified.
- 3.5 The Council’s Corporate Plan shows the vision for the future of the authority up to 2019. The priorities within the Plan include; commitment to undertake large infrastructure projects, ensuring our customers receives high quality services and being more commercial.
- 3.6 Examples on how Teams are meeting the outcomes within the Corporate Plan include:

### **Legal Services**

Legal Services support all services across the Council and help to provide outputs across all priorities within the authority. They proactively assist and enable other client departments to deliver the Corporate Plan 2015/19 by the provision of timely, cost effective, good quality legal advice and assistance.

In addition, they have offered ongoing advice and assistance to the Local Authority Trading Company, in areas such as setting up the company, their legal requirements and transferring services into the company from the Council etc.

The Service contributes to the Council being financially self-sufficient by maximising the recovery of legal costs and fees, fees attributable to parking fines and the recovery of outstanding debts (in all cases achieving over 98% recovery costs).

## **Customer Services**

Customer Services continue to meet the Council's priority of providing a customer driven, efficient Council through the development of a new Council website within the Transformation Programme.

The Service has designed a new centralised Complaint, Comment and Compliments process, which will help to assess how the Council is meeting the needs of our customers and where there is an issue highlighted ensure that we put in place mechanisms to address these.

They have introduced a new "self-service" portal on the Council's website which has enabled customers to complete transactions, report issues and place orders. This will reduce the amount of administration time needed by the back office staff and streamline processes.

## **Human Resources**

Human Resources Services have been continuing to focus on developing performance related pay for staff across the Council. Although this is a relatively new initiative, the process will help to encourage innovation and high quality services.

In addition to updating a number of key policies for the authority, the Service has carried out a "pulse survey" to assess how well the Council communicates with staff. The results were cascaded to both employees and Members.

Sickness levels have continued to meet the required target of 3.4 days lost per full-time equivalent employee.

## **Information Communication Technology**

The Service has focussed on providing customer driven outputs which help to improve front-line services. This can be seen through their continued commitment to the Council's Transformation Programme, whereby they are assessing the needs of the authority to develop effective ICT infrastructure.

In addition, the team has been ensuring that their legal requirements are met through the annual Public Services Network Compliance Certificate.

The GIS (Geographic Information Services) area of the team has achieved Gold standard by maintaining the quality of the Council's address data.

## **Planning Services**

Planning Services has been helping to improve infrastructure across the district. They have undertaken a service review which has supported better working practices and increase efficiency (providing faster turnaround times in applications).

Particular successes of the Service over the past 12 months include the following;

89% of major applications determined within 13 weeks, better working arrangements with planning agents, increasing the number of visits to listed building during the works process, 100% of tree preservation order applications being determined within statutory timescales and 80% of householder applications determined within 8 weeks.

## **Waste Services**

The Service helps to ensure that East Cambridgeshire continues to be a “fantastic place to live” and provides a customer driven efficient Council.

They continue to maintain European recycling targets (currently 50%), our current output stands at 57.1% and work towards a recycling rate of 60% through the “It pays to recycle in East Cambridgeshire” campaign. This has helped to ensure that our streets are free from waste and the recycling rates are high.

In addition, the service is reviewing options for the provision of waste collection and cleansing services beyond the current contract term. This will be a priority for the forthcoming 12 months.

## **4.0 ARGUMENTS/CONCLUSIONS**

- 4.1 The End of Year reports shows Members and the public how the authority has performed over the past twelve months, highlighting specific over and under performance.
- 4.2 The new Service Delivery Plans focus on priorities for the individual service over the coming year both individually and collaboratively next year.

5.0 **FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT**

5.1 There are no financial implications.

6.0 **APPENDICES**

- 6.1 (a) Legal Services- End of Year Report and New Service Delivery Plan  
(b) Customer Services- End of Year Report and New Service Delivery Plan  
(c) Human Resources- End of Year Report and New Service Delivery Plan  
(d) Information Communication Technology- End of Year Report and New Service Delivery Plan  
(e) Planning Services- End of Year Report and New Service Delivery Plan  
(f) Waste Services- End of Year Report and New Service Delivery Plan

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<b><u>Background Documents</u></b>	<b><u>Location</u></b>	<b><u>Contact Officer</u></b>
None	The Grange, Ely	Hetty Thornton Performance Management Officer (01353) 616233 E-mail: hetty.thornton@eastcambs.gov.uk