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**TITLE: PERFORMANCE MANAGEMENT**

To: Regulatory and Support Services Committee

Date: 29<sup>th</sup> June 2015

From: Hetty Thornton (Performance Management Officer)

[Q18]

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1.0 Issue

1.1 This report presents key performance outputs for 2014/2015 and the new Service Delivery Plans for 2015/2016 to ensure that the priorities of the council are met effectively and efficiently.

2.0 Recommendations

2.1 That the Committee approves the outputs presented for 2014/2015 (noting any variances) and the new Service Delivery Plans for 2015/2016.

3.0 Background

3.1 Under the new 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.

3.2 This report provides the Committee with the end of year performance reports and the new Service Delivery Plans 2015/2016 for the following services;

- Performance Management
- Building Control
- Financial Services
- Customer Services
- Housing Options
- Waste Services

3.3 Each report presents the key end of year performance outputs or outcomes against the performance measures within the service delivery plans.

3.4 The raw data which is presented consists of cumulative data from October 2014 (the start of the new performance management arrangements) to the end of May 2015.

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

3.6 On-going monitoring of outputs or outcomes enables early intervention methodology to ensure that variances in performance are reported at the earliest opportunity to reduce a negative impact on our corporate priorities.

3.7 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

Over arching all of these is; a One Team Approach which is Open for Business 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 and outcomes against the previous Service Delivery Plans understanding variances where appropriate and agree the new measures in the Service Delivery Plans for 2015/2016.

#### 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

- Performance Management Service Delivery Plan 2015/2016 (Appendix 1)
- Building control Service Delivery Plan 2015/2016 (Appendix 2)
- Financial Services Service Delivery Plan 2015/2106 (Appendix 3)
- Customer Services Service Delivery Plan 2015/2016 (Appendix 4)
- Housing Options (Appendix 5)
- Waste Services (Appendix 6)

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**Background documents-** None

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