
REPORT TO: HOUSING AND COMMUNITY SERVICES COMMITTEE

AGENDA ITEM: 7(a)

DATE OF MEETING: 31st AUGUST 2006

REPORT FROM: DEPUTY CHIEF EXECUTIVE

MEMBERS' CONTACT POINT: IAN REID (5790)

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SUBJECT: 'ACHIEVING MORE' - PERFORMANCE MANAGEMENT FRAMEWORK SERVICE REPORTS FIRST QUARTER 2006/07

REF: IR/SAC

WARD(S) AFFECTED: ALL

TERMS OF REFERENCE:

1.0 Recommendations

1.1 The committee notes the performance information in the report and takes the opportunity to discuss the report and any issues arising at the meeting.

2.0 Purpose of Report

2.1 To report current performance levels in relation to this Committee's contribution to the Council's Corporate and Improvement Plans, the Community Strategy Action Plan as well as the Best Value Performance Indicators for which it is responsible. Service level performance is also reported, and will be strengthened in future reports when Service Plans have been formally agreed by policy committees at their October meetings.

3.0 Detail

3.1 This performance report builds on our approach to performance reporting and management that will be familiar to Members. This format has been designed to provide an approach that is consistent across all services and linked into the work of the Improvement Panel, who are working to improve performance across the whole of the Council.

3.2 The tables attached to this report, at Annexe A, provide information on actual performance at the end of the first quarter, 30 June 2006. The information is summarised from the report to the Improvement Panel in relation to the Corporate Plan, Improvement Plan, Community Strategy and Best Value Performance Indicators, and is presented for each service area that reports to this committee.

These are

- Environmental Services
- Housing Services
- Leisure & Community Development

There are some performance indicators within the tables that are the responsibility of another committee. These are shown shaded and in italics so that the responsibilities of this committee are clear.

- 3.3 Service level performance information will also be included in future reports for all services, based on the agreed Service Plans. The Service Plan format has recently been reviewed and refreshed to ensure it still meets current the best practice available, and Service Plans for 2006/09 will be submitted to Policy Committees for approval at their October meetings. Where information is available in advance of the agreement of the Service Plans, it has been included in the Service Level reports in these tables.
- 3.4 This report allows the committee to review the performance information presented and any ideas that they wish to be considered for further improvements. It also provides an opportunity for Members to discuss service issues with the relevant Head of Service and celebrate successes.
- 3.5 Heads of Service are asked to provide a summary of their service's achievements in the period, which can be considered by the committee in conjunction with their service report. The relevant senior officers will attend the meeting to present their report and discuss any issues with the committee. The summary of achievements is attached within the table of performance measures in Annexe A.

4.0 Financial Implications

- 4.1 There are no specific financial implications relating to this report.

5.0 Corporate Implications

- 5.1 It is important that Corporate and Service Plans are incorporated into our performance management arrangements with regular reports to policy committees. This standard corporate reporting arrangement to all policy committees will assist Members in undertaking their key role in managing our performance.

6.0 Conclusions

- 6.1 The corporate and service level performance information is extremely promising and indicates that previously strong improvements in performance are continuing.

KEY ACHIEVEMENTS – ENVIRONMENTAL SERVICES

FIRST QUARTER 2006/2007

The first Safer Neighbourhoods Warden was appointed. Two other appointments have been agreed but are subject to delays on CRB checks.

New Decent Homes Grant was launched to help people with on income or disability related benefits who need housing repairs and can't afford them.

Village Carbon Footprint scheme advertised to find a village interested in cutting greenhouse emissions.

The law requiring Houses in Multiple Occupation to be licensed to allow legal occupation is now in force. Discussions with a number of landlords have taken place to avoid failure to comply.

