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REPORT TO:	ENVIRONMENTAL AND DEVELOPMENT SERVICES COMMITTEE	AGENDA ITEM: 11
DATE OF MEETING:	23 <sup>rd</sup> AUGUST, 2007	
REPORT FROM:	DEPUTY CHIEF EXECUTIVE	
MEMBERS' CONTACT POINT:	IAN REID (5790)	DOC:
SUBJECT:	'ACHIEVING MORE' - PERFORMANCE REPORT SERVICE LEVEL REPORTS First Quarter 2007/08 (April – June)	REF: IR/SAC
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

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## **1.0 Recommendations**

- 1.1 The committee notes the performance information in the report and takes the opportunity to discuss the reports 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.

## **3.0 Detail**

- 3.1 This performance report is based on our approach to performance reporting that will be familiar to Members. This format provides an approach that is consistent across all services and was first reported to Policy Committees in 2006/07.
- 3.2 The Service based reports, attached at Annexe A, provide information on actual performance at the end of the first quarter, 30 June 2007. They include detailed information on the Corporate Plan, Improvement Plan, Community Strategy and Best Value Performance Indicators, which is summarised for the committee in the previous report. Service level performance information is also included in these reports, based on the agreed Service Plans.

### 3.3 The service areas that reports to this committee are:-

- Environmental Services
- Planning
- Policy and Economic Regeneration

There are some performance indicators within the service areas that are the responsibility of another committee. Following requests by Members, only performance information relevant to this committee is included in the reports. Copies of the complete reports will be made available to Members in their lounges and on the intranet.

- 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.

## **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. These reports to all policy committees allow Members to challenge and celebrate performance, in discussion with the relevant managers. In this way Members can undertake their key role in managing our performance.

## **6.0 Conclusions**

- 6.1 The previous report indicates that previous improvements in performance are continuing. The more detailed corporate and service level performance information is presented here for Members' information and discussion.