
REPORT TO: HOUSING AND COMMUNITY SERVICES COMMITTEE

AGENDA ITEM: 8

DATE OF MEETING: 23RD NOVEMBER, 2006

REPORT FROM: DEPUTY CHIEF EXECUTIVE

MEMBERS' CONTACT POINT: IAN REID (5790)

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SUBJECT: 'ACHIEVING MORE' - PERFORMANCE MANAGEMENT FRAMEWORK SERVICE REPORTS SECOND 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 following their agreement by Policy Committees in October 2006.

3.0 Detail

3.1 This performance report is based 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 was first reported to Policy Committees in August and September 2006. It is linked to the work of the Improvement Panel, who are working to improve performance across the whole of the Council, and these reports include Service Level information for the first time. They also reflect the new Community Strategy Action Plan milestones, agreed by the Local Strategic partnership in July 2006.

3.2 The tables attached to this report, at Annexe A, provide information on actual performance at the end of the first quarter, 30 September 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. 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
- Housing Services
- Leisure & Community Development

There are some performance indicators within the service areas that are the responsibility of another committee. Following requests by Members, only details of performance 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.

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 undertake 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 SIX MONTHS 2006/2007

Two Safer Neighbourhoods Warden have begun work, the remaining warden will commence on November 9th.

Village Carbon Footprint scheme arranged for Walton on Trent. Extensive guidance on energy efficiency now available on web site including a carbon footprint calculator.

A strong response was received to publicity about the new Decent Homes Grant with over a hundred applications now being processed.

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

County Councils Social Services have agreed to increase numbers of locally based Occupational Therapists which should lead to faster referral of Disabled Facilities Grants.

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