



Report to: Cabinet, 22nd March 2016

Report of: Councillor Chris Mitchell, Cabinet Member for Resources

Subject: QUARTER 3 PERFORMANCE REPORT FOR 2015/16

1. Recommendation

1.1 **Cabinet are asked to note a summary by exception of performance for the third quarter (October - December 2015) as set out in the attached report which was considered at Performance Management & Budget Scrutiny Committee on 15th March 2016.**

2. Background

- 2.1 Performance is monitored using a suite of performance measures which includes corporate, local and service level measures.
- 2.2 Delivery of the Council's corporate aims and priorities is achieved through a number of work streams and projects managed by the Council's Strategic Programme Board, and reported to PMBS quarterly as part of this report.
- 2.3 The attached report includes executive summaries of progress in sections 3 & 4.
- 2.4 Detailed information is contained in appendices:
- Corporate Plan: Projects, Strategies, Business as Usual Activities and Measures - **Appendix 1**
 - Service Performance and Projects - **Appendix 2**
 - Customer Focussed Shared Service Performance - **Appendix 3**
- 2.5 The corporate performance information is set out to reflect the five Themes of the Corporate Plan which was adopted by Full Council in February 2015.
- 2.6 Service performance information is presented in a balanced scorecard format to provide a clear overview of the position of each service with regards to finance, satisfaction, efficiency and employees. A summary of key performance measures and Mind the Gap projects for each service is also provided.

3. Information

3.1 Please see attached PMBS report for details of highlights and areas for improvement regarding the delivery of the Corporate Plan and the performance of Council services.

Ward(s): All
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Background Papers: None