

Corporate Director's Overview

(Enterprise, Planning and Infrastructure)

This month's Performance Report follows our usual format, incorporating a high level Scorecard with indicators grouped by category, supported by detailed reports and analysis on each reportable indicator.

Colleagues in Human Resources are confident that we will soon be in a position to report on Sickness Absence in terms of average time lost, as detailed testing of the new calculation methodology draws to a conclusion.

Work also continues in developing our recording of Health and Safety compliance within our establishments and it is anticipated that full reporting will be available for the next Committee cycle.

Although our performance in dealing with Householder Planning Applications met targets during February, the extreme weather conditions experienced during January and continuing through February had an adverse effect on our ability to carry out pothole repairs, where low temperatures prevented remedial work being carried out.

The appointment of our new Heads of Service will see various re-alignments to the team structure and this is expected to have a positive impact on our Appraisal figures in the coming months.

We have again excluded from the main body of the report those indicators reported on an annual basis and those which we are unable to report on at this time at an Enterprise, Planning and Infrastructure level, namely Written Queries and Priority Training.

Meanwhile we continue to develop our internal Performance Management System, with the ongoing introduction of key performance indicators across our range of services.