

## **Corporate Director's Overview**

(Enterprise, Planning and Infrastructure)

### **Introduction:**

The Performance Report follows the usual format of a high level Scorecard supported by detailed reports and analysis on each reportable indicator.

### **Developments:**

Unfortunately colleagues in Human Resources are not yet fully satisfied with the quality of data produced, following the adoption of the new method of calculating Sickness Absence and we remain unable to provide an update on this Indicator. Checks to determine the reliability of the data are continuing.

We have however made sufficient progress in establishing our database in relation to Health and Safety, enabling us to report on our compliance with the identified criteria.

We are also making steady progress with regard monitoring performance in responding to written queries within the prescribed period. We have agreed a process with the Member Support Team for reporting specifically on Member Enquiries and this will be in place for the next Committee cycle. In addition, we are reviewing procedures across the Service to ensure that all other queries received are also logged in the Enquiry system, providing a more robust figure than was previously available.

We have also arranged with the Training Team in HR for regular reports to be produced detailing courses attended by Enterprise, Planning and Infrastructure staff, this will also be reported from the next cycle.

**Performance Issues:**

Although the Scorecard highlights areas where improvement should be made, for the most part we are either close to or are meeting our targets.

Of those service areas we monitor on a monthly basis, Repairs to Road Defects is one where we are currently falling short of our target. Here, we are now focusing our attention on streets and areas rather than on individual repairs and although, as can be seen from the analysis, this has had an adverse effect on response times, it does provide greater value.

As I stated last month, I am confident that following the approval of and appointments to a new structure, our performance in terms of Staff Appraisals will show a marked improvement.

Although the processing of Planning Applications for both Household and Non Household surpassed performance targets during March, it remains to be seen whether the upturn in performance figures over recent months is sufficient to enable us to achieve our annual target.

Elsewhere on the Scorecard, the figures reported in relation to budget spend, both Revenue and Capital, represent snapshots of our financial position during the ongoing close down of the 2009/10 accounts. Both figures are expected to increase before the accounts are finally closed.

**Statutory Performance Indicators:**

Work is nearing completion in compiling the Statutory Performance Indicators in relation to 2009/10 across all Council Services. It is intended that those relating specifically to Enterprise, Planning and Infrastructure will be reported to this Committee in early course.