

## APPENDIX 1

### SERVICE SUMMARIES

#### RECOMMENDATIONS DUE 01 NOVEMBER 2015 – 31 JANUARY 2016

SERVICE	Complete	Delayed but rescheduled	Superseded	Total Of ACTION PLAN NUMBER
CHILDREN & FAMILIES	0	2	0	2
COMMUNITY & CULTURE	0	3	0	3
CUSTOMER & SUPPORT SERVICES	16	0	0	16
ECONOMIC DEVELOPMENT	1	0	0	1
EDUCATION	2	0	0	2
GOVERNANCE & LAW	1	0	0	1
IMPROVEMENT & HR	10	0	0	10
PLANNING & REGULATORY SERVICES	1	0	1	2
ROADS & AMENITY SERVICES	2	5	0	7
<b>TOTAL</b>	<b>33</b>	<b>10</b>	<b>1</b>	<b>44</b>

#### RECOMMENDATIONS DUE AFTER 31 JANUARY 2016

SERVICE	Complete	On Course	Total Of ACTION PLAN NUMBER
CHILDREN & FAMILIES	0	1	1
COMMUNITY & CULTURE	0	4	4
CUSTOMER & SUPPORT SERVICES	0	1	1
EDUCATION	1	9	10
EXECUTIVE DIRECTOR CUSTOMER SERVICES	0	3	3
FACILITY SERVICES	1	0	1
GOVERNANCE & LAW	1	1	2
IMPROVEMENT & HR	4	8	12
PLANNING AND PERFORMANCE	0	1	1
ROADS & AMENITY SERVICES	2	1	3
STRATEGIC FINANCE	0	4	4
<b>TOTALS</b>	<b>9</b>	<b>33</b>	<b>42</b>