

## Annual Performance Review – Governance and Law

Outcomes	Criteria	Evidence sources (as a minimum)	Key Dates	Lead Officer	Improvement Actions
Key Performance Results	What has your service achieved in relation to your Performance Indicators?	<p><b>Service plan outcomes:</b></p> <p>Detailed design of Customer Management Theme of Process for Change completed.</p> <p>12 indicators of performance on scorecards. 9 of 12 are performing at or beyond target.</p> <p>Elections for Community Councils and UK Parliamentary Constituency completed successfully.</p> <p>Licensing admin completed issue of all new liquor licences.</p> <p>Bronze COSLA award for development of Customer Service Centre.</p> <p>Development of local area community planning groups has been achieved on schedule.</p> <p>New planning regime and operation thereof given effect to August 2009. Review in August 2010 of effectiveness.</p> <p>Lead authority for national development of Members' Portal Case Management System.</p>	31 March 2011	Charles Reppke	Service Review will address revision of Performance Indicators
Customer Results	How well has your service met the needs and expectations of customers	<p><b>Customer Feedback:</b></p> <p>Survey of elected Members shows general satisfaction with Members and Committee Services.</p>	31 March 2011	Charles Reppke	Review Customer feedback regularly as part of ongoing service delivery.
Community Results	How sustainable is your service?	<p><b>Sustainability Impact Assessments:</b></p> <p>Very small service all costs now attributable to staff costs which will make it vulnerable to reducing resources.</p>	April 2011		Service Review will seek to focus service on priority areas of work.

<b>Resources</b>					
<b>People resources</b>	<b>What people resources are used by your service and how they are managed and motivated?</b>	<b>Employee numbers: - 53</b> <b>Employee turnover: - 0%</b> <b>Sickness: - 2.23%</b>			Monthly meetings are held and Third Tier Managers cascade information to staff.
<b>People results</b>	<b>What has your service achieved in terms of motivating, involving, developing and valuing staff?</b>	<b>Number of leavers, PDR completions, staff surveys</b> <b>PDR completions:- 79.66%</b>  Staff are being motivated to engage in service review process to develop new methods of working to increase productivity and develop performance management arrangements to support the Council's key priorities.	31 December 2010  April 2011	Charles Reppke	Aim for 90% completion of PDRs  Service Review will develop new working practices to focus on core business.
<b>Financial resources</b>	<b>Did your service achieve its target budget outturn?</b>	<b>Budget outturn</b> The service underspent on its budget for 2009/2010. The reasons for this are:- <ul style="list-style-type: none"> <li>- Delays in implementing Licensing review gave rise to vacancies.</li> <li>- Moratorium on spend by Council for second half of year.</li> </ul>	31 March 2011	Charles Reppke	Continue to monitor closely.
<b>Improvement</b>					

<b>Leadership</b>	<b>How have you set the overall aims of the service, managed and implemented this through planning and involving stakeholders and people?</b>	<b>Service plan preparation process:</b> <ul style="list-style-type: none"> <li>- Key staff involved in Service Plan preparation and information on objectives circulated to staff.</li> <li>- Service Review Process for year 1 engaged staff in an appraisal of Service Delivery Challenges and brought forward staff ideas for reducing costs.</li> </ul>	31 March 2011	Charles Reppke	Continue to engage staff in developing more efficient processes for service delivery and improve performance management monitoring.
<b>Service planning</b>	<b>How do you monitor performance against the strategic and policy context that your service operates in?</b>	<b>Benchmarking, external partner working</b> <ul style="list-style-type: none"> <li>- Awareness of Corporate Plan objectives linked to development of Area Community Planning.</li> <li>- Review of Pyramid scorecards and other performance information required to improve value of measures.</li> <li>- Need to develop more robust and timely case management performance information.</li> </ul>	Ongoing	Charles Reppke	Management Team meeting monthly will review performance information for service and detail improvement actions.
<b>Service processes</b>	<b>What activities and initiatives have you taken to meet the service aims with measurable targets?</b>	<b>Rationale for service plan targets</b> <ul style="list-style-type: none"> <li>- Service Plan targets are developed by staff teams and scrutinised, agreed and monitored by management. They take account of previous years performance and emerging challenges.</li> <li>- Service Plan recognises key priorities and risks from community plan and corporate plan.</li> </ul>			New Service Plan will have new targets aimed at improving customer satisfaction and increased efficiency in handling service resources.
<b>Partners and other resources</b>	<b>What relations are there between your service and partners, what other resources are used and how are they managed?</b>	<b>Consultation with partners, shared services/ joint working</b> <p>Consultation with Community Councils over review of scheme and regular updates on emerging issues.</p>	31 October 2010	Service Review Team	Benchmarking of Services which have few external customers. Consultation with key internal partners.

<b>Risk Management</b>	<b>What major risks were identified for your service? How were they addressed? Were there any emergent risks during the period and if so how were they addressed?</b>	<b>Risk registers</b>  Risk Register updated quarterly to assess ongoing risk profiles and emerging issues.	Ongoing	Iain Jackson	Risk Register has been reviewed to adjust ratings in light of emerging challenges.
------------------------	---	---	---------	--------------	--