

## APPENDIX 1

### SERVICE SUMMARIES

#### RECOMMENDATIONS DUE 01 SEPTEMBER - 31 OCTOBER 2011

SERVICE	Complete	Evidence Required	Delayed but rescheduled	Superseded	Total
CHILDREN & FAMILIES	3				3
CUSTOMER & SUPPORT SERVICES	3		1		4
EXECUTIVE DIRECTOR DEVELOPMENT & INFRASTRUCTURE SERVICES			1		1
FACILITY SERVICES	7	2	1		10
GOVERNANCE & LAW	1			5	6
IMPROVEMENT & HR	9		1		10
ROADS & AMENITY SERVICES	1				1
STRATEGIC FINANCE	2				2
<b>TOTALS</b>	<b>26</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>37</b>

#### RECOMMENDATIONS DUE AFTER 31 OCTOBER 2011

SERVICE	Complete	On Course	Total
COMMUNITY & CULTURE		4	4
CUSTOMER & SUPPORT SERVICES	3	3	6
EXECUTIVE DIRECTOR COMMUNITY SERVICES		6	6
FACILITY SERVICES		5	5
IMPROVEMENT & HR		6	6
ROADS & AMENITY SERVICES		1	1
STRATEGIC FINANCE		4	4
<b>TOTALS</b>	<b>3</b>	<b>29</b>	<b>32</b>