

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SERVICE	Complete	Evidence Required	Delayed but rescheduled	Superseded	Total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	4				4
EXECUTIVE DIRECTOR DEVELOPMENT & INFRASTRUCTURE SERVICES	1				1
FACILITY SERVICES	10				10
GOVERNANCE & LAW	1			5	6
IMPROVEMENT & HR	10				10
ROADS & AMENITY SERVICES	1				1
STRATEGIC FINANCE	2				2
TOTALS	32	0	0	5	37

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
TOTALS	3	29	32