

APPENDIX 1

SERVICE SUMMARIES

RECOMMENDATIONS DUE 01 NOVEMBER 2012 - 31 JANUARY 2013

| SERVICE | Complete | Delayed but rescheduled | Superseded | Total |
|---------------------------------------|-----------|-------------------------|------------|-----------|
| ADULT CARE | 1 | | | 1 |
| CUSTOMER & SUPPORT SERVICES | 4 | | | 4 |
| ECONOMIC DEVELOPMENT | 4 | | | 4 |
| EXECUTIVE DIRECTOR COMMUNITY SERVICES | 1 | | | 1 |
| IMPROVEMENT & HR | 4 | | | 4 |
| PLANNING & REGULATORY SERVICES | 1 | | | 1 |
| ROADS & AMENITY SERVICES | 9 | | | 9 |
| STRATEGIC FINANCE | 2 | | | 2 |
| TOTALS | 26 | | | 26 |

RECOMMENDATIONS DUE AFTER 31 JANUARY 2013

| SERVICE | Complete | On Course | Evidence Required | Delayed but rescheduled | Total |
|-----------------------------|-----------|-----------|-------------------|-------------------------|-----------|
| ADULT CARE | 7 | 1 | | | 8 |
| CHILDREN & FAMILIES | 1 | | | | 1 |
| COMMUNITY & CULTURE | | 1 | | | 1 |
| CUSTOMER & SUPPORT SERVICES | 3 | 14 | | | 17 |
| ECONOMIC DEVELOPMENT | | 1 | | | 1 |
| EDUCATION | | 1 | | | 1 |
| IMPROVEMENT & HR | 6 | 1 | | | 7 |
| ROADS & AMENITY SERVICES | 3 | 3 | | | 6 |
| STRATEGIC FINANCE | | 10 | | | 10 |
| TOTALS | 20 | 32 | | | 52 |