

# CABINET

## REPORT OF Head of HR and Customer Service

**REPORT NO: POI 48**

**DATE: Monday 6<sup>th</sup> September 2010**

<b>TITLE:</b>	<b>Quarter 1 Performance – focus on Customer First</b>	
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	N/A	
<b>PORTFOLIO HOLDER: NAME AND DESIGNATION:</b>	Cllr Ray Auger: Access and Engagement	
<b>CONTACT OFFICER:</b>	Sharon Yates, Service Manager, Performance Management & Engagement	
<b>INITIAL IMPACT ASSESSMENT:</b> Equality and Diversity	Not required	Full impact assessment Required: No
<b>FREEDOM OF INFORMATION ACT:</b>	This report is publicly available via the Local Democracy link on the Council's website: <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>	
<b>BACKGROUND PAPERS</b>		

### 1. RECOMMENDATIONS

That Cabinet notes the performance and progress achieved for the period April to June 2010 and considers any appropriate initiatives or actions that they may wish to request.

### 2. PURPOSE OF THE REPORT

As part of our performance management arrangements the Cabinet has agreed a number of performance measures and key actions to help assess and monitor our progress against each of the priority themes (Customer First, Good for Business, Quality Organisation and Quality Living).

This report shows the progress on actions and performance measures contributing towards the Customer First priority for the period April to June 2010.

The appendices section of this report also shows the status of the key actions in progress for the each priority theme.

### 3. Please see attached

#### **4. RESOURCE IMPLICATIONS**

There are no resource implications to this report. Any actions detailed to address performance will be met within existing resources.

#### **5. RISK AND MITIGATION (INCLUDING HEALTH AND SAFETY AND DATA QUALITY)**

Data Quality is a key feature of a performance management framework and underpins the decision making process of the authority.

#### **6. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT**

None to report.

#### **7. CRIME AND DISORDER IMPLICATIONS**

There are no crime and disorder implications directly arising from this report.

#### **8. COMMENTS OF SECTION 151 OFFICER**

I have no specific financial comments to make in respect of this report. From a governance perspective I welcome the production of the report and members are invited to scrutinise performance where appropriate.

#### **9. COMMENTS OF MONITORING OFFICER**

This report is made to Cabinet to inform it of the progress being made on the performance measures relating to the customer first priority action plan.. One of the 4 priority themes will be targeted for consideration during each quarter period. This report will be presented to the Scrutiny Committee for consideration and recommendation if required.