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<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b>	<b>26 March 2013</b>
<b>Report By:</b>	<b>Aubrey Fawcett, Corporate Director Environment, Regeneration &amp; Resources</b>	<b>Report No:</b>	<b>EP/MS/LA/979/13</b>
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<b>Subject:</b>	<b>Environment, Regeneration &amp; Resources Directorate Performance Report</b>		

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## **1.0 PURPOSE**

- 1.1 This report advises Members of progress made by the former Regeneration & Environment Directorate in achieving its key objectives, as set out in its Directorate Plan for 2011/12, and performance in relation to key performance indicators.

## **2.0 SUMMARY**

- 2.1 To assist in the development of the Council's Strategic Planning and Performance Management Framework, the CMT agreed on 2 November 2006 to introduce a consistent approach to performance reporting to Committee on a Directorate basis.
- 2.2 Since November 2006 each Directorate has submitted a performance report to meetings of its respective Committee outlining Directorate Plan progress, key corporate initiatives, key performance indicators, compliance and planned future improvement.
- 2.3 This report sets out a new format for Directorate Performance reporting which is better aligned to the Directorate Plan and allows Members to focus on key areas of activity.
- 2.4. A combination of details of progress made in implementing the Directorate Plan and key performance indicators will provide an accurate overview of how the Directorate is performing and assist members in their scrutiny role.

## **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that Members consider the performance information contained in this report and note that further reports on performance will be presented to future meetings of the Committee.

**Elaine Paterson**  
**Head of Legal & Democratic Services**

## 4.0 BACKGROUND

- 4.1 This report from the former Regeneration & Environment Directorate provides an overview of performance and an update of progress made since the last report to Committee in November 2012.
- 4.2 Each service within the former Regeneration & Environment Directorate has been asked to develop a number of key performance indicators consisting of a mixture of statutory performance indicators (SPIs) and local service or operational indicators. These indicators provide an important measure of how each service's individual performance contributes to the Council's overall strategic aims, including major programmes and projects.
- 4.3 This report highlights performance in relation to the following performance indicators:  
Please see tables 1 - 2 in Para 5.3.
- 4.4 The former Regeneration and Environment Directorate Plan 2011/12 was approved by this Committee in September 2011. It is the Directorate's key planning document and sets out the projects and improvement actions that will be implemented in order to help the Council deliver the strategic priorities identified within the Corporate Plan, Community Plan and Single Outcome Agreement.
- 4.5 Members are invited to request further information on what should be reported or suggest future content for reporting to the next Committee.

## 5.0 PERFORMANCE INDICATOR MEASURES OF PROGRESS

- 5.1 The former Regeneration & Environment Directorate comprised the following services:
- Property Assets & Facilities Management
  - Environmental & Commercial Services
  - Legal & Democratic Services
  - Regeneration & Planning
- 5.2 The aims and objectives of the four services within the Directorate are outlined in the Regeneration and Environment Directorate Plan, produced for the period 2011/12, along with the programmes and projects which we will implement to help the Council achieve the vision and outcomes contained within its Corporate Plan, Community Plan and Single Outcome Agreement.
- 5.3 The relevant performance indicators for the Policy & Resources Committee are in the table below.

<b>Table 1</b>	
Service	Legal & Democratic Services
Indicator:	<b>% of Committee Agendas issued in line with timescales</b>
Type of Indicator	Internal Key performance Measures
Relevance	
Current Performance Level	<b>100%</b>
Target Performance Level	<b>100%</b>
Frequency of Monitoring	Every 2 months in line with the Committee cycle
Analysis of Performance & Service Commentary	Consistently high performance is essential to ensure transparency of Council decision making structures
Trend	Static
External Validation	None

<b>Table 2</b>	
Service	Legal & Democratic Services
Indicator	<b>% of draft Committee Minutes issued within 3</b>

	<b>working days of Committee meetings.</b>
Type of Indicator	Internal Key Performance Measures
Relevance	
Current Performance Level	<b>95%</b>
Target Performance Level	<b>93%</b>
Frequency of Monitoring	Every 2 months in line with the Committee cycle
Analysis of Performance & Service Commentary	Consistently high performance is essential to ensure minute is available at each Council meeting
Trend	Static
External Validation	None

The absence rate for Legal & Democratic Services for the period ending 31 December 2012 is 0.57%.

## **6.0 DIRECTORATE PLAN 2012/13 - PROGRESS**

6.1 The Directorate Plan for 2012/13 is complete and will go before Committee in May 2013.

## **7.0 IMPLICATIONS**

7.1 Finance  
None

7.2 Human Resources  
None

7.3 Legal  
None

7.4 Equality and Diversity  
None

## Projects/Improvement Actions

During 2011 – 12, the former Regeneration and Environment Directorate was involved in a number of key programmes and projects that helped the Council achieve the five Strategic Outcomes of the Corporate Plan 2007-2011. In addition, each project/improvement action were given one of the following four categories depending on their status:-

1. Completed                      2. Ongoing                      3. Not started                      4. Slippage

### Corporate Plan Strategic Outcome 5: A Modern Innovative Organisation

Corporate Plan	Single Outcome Agreement	Project / Improvement Action	Key Performance Measures	Lead Officer	Timescale	Progress Made (Each project will be assigned a 1, 2, 3 or 4. Please see key below for Details)
1B, 1D,	SOA7	Advise litigate and manage actions from Adoption of Children (Scotland) Act 2007	Effective delivery of services in line with legislation	Head of Legal & Democratic Services	2011-2012	1. Complete
5A, 5B	SOA5	Corporate Governance	Scheme of Delegation	Head of Legal & Democratic Services	2012	1. Complete
1E,	SOA6	Successful administration of Elections	Local Government Election	Head of Legal & Democratic Services	2012	1. Complete
5A	SOA5	Advise and operate in the management of the Licensing (Scotland) Act 2005	Successful implementation of Provisions of Act	Head of Legal & Democratic Services	2011-2012	1. Complete
4A 4E	SOA 4	Ongoing Legal Work in relation to the development agreement contract	Inverkip Community Project	Head of Legal & Democratic Services	2011-2012	2. Ongoing
N/A	N/A	Implement the Council's Internal Audit Plan for the period 2011/12.	Delivery of Audit Plan.	Head of Legal & Democratic Services	2011-2012	1. Complete
N/A	N/A	Implement the Council's approach to risk management at both Corporate and Directorate/ Service levels.	Delivery of action plan to embed risk management.	Head of Legal & Democratic Services	2011-2012	2. Ongoing

Service Identification and Market Competitiveness

This competitiveness test should be given one of the following four categories depending on its status:

1. **Completed**                      2. **Ongoing**                      3. **Not started**                      4. **Slippage**

Year	Service as Identified by DMT	Responsible Officer	Remit and Scope of Service	Market Assessment Categorisation	Progress Made (Each project will be assigned a 1, 2, 3, or 4. Please see key below for details)
2011-2012	Legal & Democratic Services	Head of Legal & Democratic Services	Identification of services will be undertaken to assess appropriate assessment of competitiveness	2	2. Ongoing