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**TITLE: Performance Management**

To: Community Services Committee

Date: 13<sup>th</sup> March 2019

From: Hetty Thornton- Performance Management Officer

**[T217]**

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1.0 Issue

1.1 The following report provides Members with the end of year performance outputs for 2018/2019 and the new service delivery plans for 2019/2020.

2.0 Recommendations

2.1 Members are requested to approve the end of year performance outputs and the new service delivery plans for the following services:

- Open spaces
- Leisure services
- Communities and partnerships

3.0 Background

3.1 Service Delivery Plans enable the public and the Council to see what each service is focusing on in the forthcoming 12 months.

3.2 The end of year reports clearly identify what has been achieved within each service in the previous 12 months.

4.0 Argument and Conclusions

4.1 If there are areas of underperformance these are highlighted quickly to avoid potential negative impacts (where there are negative impacts these are mitigated against).

4.2 Where there are areas of underperformance, these are shown as “down arrows”. Where performance has been shown to have exceeded expectations these are shown as “up arrows”.

5.0 Financial Implications

5.1 There are no financial implications other than officer time attributed to this report.

6.0 Equality Impact Assessment

6.1 There are no equality impact assessment requirements.

## 7.0 Appendices

Appendix A- End of year reports 2018/2019 and new Service Delivery Plans 2019/2020 for the following services:

- Open Spaces
- Leisure Services
- Communities and Partnerships

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### **Background documents**

None

### **Contact officer**

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