

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Policy & Performance Portfolio Holder	15 February 2011
AUTHOR/S:	Chief Executive / Corporate Manager, Community and Customer Services	

2010/11 SERVICE PLAN MILESTONES REPORT – Q3

Purpose

1. To report on the performance of the relevant Community and Customer Services Service Plan actions for 2010/11.

This is not a key decision.

Recommendations and Reasons

2. The Portfolio Holder is invited to note the report and its contents.

Background

3. The Policy and Performance Portfolio Holder monitors performance against actions set out in the 2010/11 Community & Customer Services Service Plan as part of their Portfolio Holder meetings on a quarterly basis. This report details the position at the end of the third quarter.

Considerations

4. **Appendix A** (attached) outlines progress against the actions in the 2010/11 improvement plan. This shows that, overall, good progress is being made against the actions in the Service Plan. All actions are either complete or on target to be met by the target date.

Implications

- 5.

Financial	None
Legal	None
Staffing	None
Risk Management	The review of key actions forms part of the risk management process in Community and Customer Services
Equal Opportunities	None

Consultations

6. None

Effect on Strategic Aims

7. The Policy and Performance Team support the delivery of all 5 council aims.

Conclusions

8. The Policy and Performance Portfolio Holder monitors performance against actions set out in the 2010/11 Community & Customer Services Service Plan as part of their Portfolio Holder meetings on a quarterly basis. This report details the position at the end of the third quarter. Good progress is being made.

Background Papers: the following background papers were used in the preparation of this report:

None

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