

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Leader's Portfolio Holder Meeting 15 July 2010
AUTHOR/S: Corporate Manager (Community and Customer Services)

2009/10 SERVICE PLAN MILESTONES REPORT

Purpose

1. To report on the performance of the relevant Community and Customer Services Service Plan actions for 2009/10.

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 Leader monitors performance against actions set out in the 2009/10 Community & Customer Services Service Plan as part of their Portfolio Holder meetings on a quarterly basis. This report details the end of year position.

Considerations

4. A standard report, as generated by CorVu, is attached as Appendix A and overall shows strong performance across most of the PI's and actions in the Service Plan.

It should be noted that the CorVu report under **Appendix A** refers to the whole Community & Customer Services Service Plan. Partnerships is only one part of this service and therefore the performance detailed under 5 refers to selected actions on page 2 of Appendix A onwards.

5. Performance can be summarised as follows;

2009/10 Performance (i.e. as at March 31 2010)		
RAG	Number	%
Green	15	75%
Amber	0	0%
Red	4	20%
Grey	1	5%
Total	20	100%

6. CorVu indicates that there are 4 measures that were RED at year end, namely;
 - **NI 17 – Perceptions of anti-social behaviour.** LAA perception indicator collected via Place Survey and reported for whole of County. This target envisaged Place

Surveys taking place annually however no survey was undertaken in 2009/10. The South Cambs figure is 7.5, well below the countywide target figure.

- **Action 03- Hard to reach and vulnerable residents.** Research carried out by Cambridge DC for Voluntary Services on behalf of SCDC and other Local Strategic Partnership organisations. Awaiting final report due to delay in project start. Project required sight of Place Survey results at the planning stage but these were delayed by the government.
- **Action 31 - % PFH attendance at other PC meetings.** Councillor Manning (2) – Wimpole, Hardwick. Councillor Ellington (1) – Wimpole. Councillor Bard (1) – Orchard Park. Councillor Wright (3+) – Duxford, Steeple Morden, Heydon, Orwell, Willingham. Councillor Edwards (3) – Fulbourn, Orchard Park, Orwell. Calculation of 42% (= 10 meetings attended (max 3 per Councillor) divided by 24 (target of 3 parish council meetings x 8 Cabinet members) multiplied by 100).
- **SX 057 - % SCS PIs on target.** The SCS has a large number of NIs for which we have not yet received the data from our partners (i.e. County Council). Of the 21 measures that have been updated, 13 are on target, i.e. 62%. This figure will be recalculated when we receive more information.

Implications

7.

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

8. None

Effect on Strategic Aims

9. The Partnerships Team support the delivery of all 5 council aims.

Conclusions

10. The Leader monitors performance against actions set out in the 2009/10 Community & Customer Services Service Plan as part of their Portfolio Holder meetings on a quarterly basis. This report details the end of year position. Performance in 2009/10 was strong with 75% of targets being met. Explanations are given for those actions/ indicators that were not met in 2009/10 under point 6. The majority of these were outside of the control of the authority.

Background Papers: the following background papers were used in the preparation of this report: None

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