

**CHILTERN DISTRICT COUNCIL**

**Resources and Services Overview Committees - 17<sup>th</sup> & 16th June 2015  
Cabinet – 23<sup>rd</sup> June 2015**

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*Background Papers, if any, are specified at the end of the Report*

**Service Plan Actions End of Year Report – 2014/2015**

*Contact Officer: Laura Campbell (01895 837236), Rachel Prance (01494 732903)*

**1. Cabinet, Resources and Overview Committees are asked to note the report.**

**Relationship to Council Objectives**

*Performance management in this context helps to ensure that services deliver the actions agreed during the service planning process and account for any delays in delivery. This report links to all of the Council's objectives listed below*

*Objective 1 - Efficient and effective customer focused services*

*Objective 2 - Safe, healthy and cohesive communities*

*Objective 3 - Conserve the environment and promote sustainability*

**Implications**

*(i) This matter is not a Key Decision within the Forward Plan.*

*(ii) This matter is within the Policy and Budgetary Framework.*

**Financial Implications**

*Performance Management assists in identifying value for money.*

**Risk Management Implications**

*This report supports the Council in identifying and addressing performance issues. The risk register is managed separately.*

**Equalities Implications**

*None identified*

**Sustainability Implications**

*There are no direct sustainability implications.*

## **Report**

### **1. Purpose of this Report**

- 1.1 The purpose of this report is to provide the final outcomes of Service plan actions due during 2014/15 as part of good performance management practice.

### **2. Background**

- 2.1 Management Team, Cabinet, Council and Resources and Services Overview Committees receive regular updates detailing our progress towards service plan objectives, performance targets and strategic risks, in line with our Performance and Improvement Framework. Service Plan actions are not normally reported to Cabinet or Council; however they assist in the identification of achievements throughout the year which may feed into the annual performance report. They are placed on the intranet quarterly.
- 2.2 A detailed performance table accompanies this report, containing a list of all actions set during the service planning process and the final results by 31<sup>st</sup> March 2015.

### **3. Proposal/ Discussion**

- 3.1 Please note progress made during 2014-15 against agreed service plan actions.

***Background papers: (if any)***

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