

NORTH LANARKSHIRE COUNCIL

REPORT

To: ENVIRONMENTAL SERVICES COMMITTEE	Subject: PERFORMANCE MANAGEMENT FRAMEWORK ANNUAL INDICATORS - EXECUTIVE SUMMARY
From: EXECUTIVE DIRECTOR OF ENVIRONMENTAL SERVICES	
Date: 22 AUGUST 2007	Ref: PJ/JD

1. INTRODUCTION

- 1.1 This report has been prepared to advise members about performance in relation to Environmental Services.

The report details performance in relation to the progress against annual performance management framework indicators, for the period April 2006 to March 2007.

1.2 Performance Management Framework Indicators

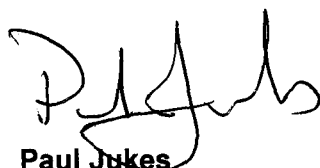
At its April 2005 meeting, the Policy and Resources Committee approved new performance management arrangements, including internal reporting cycles for new service level performance measures which incorporate improvement targets and exception reporting.

These indicators are reported on a Divisional basis. Quarterly indicators have been reported on throughout the year. Of those indicators with targets **98%** met or exceeded their target. Of the remaining **2%** of indicators, all are within **20%** of their target. Indicators without targets predominantly relate to Staff Matters. It was previously agreed that targets for these indicators would be introduced following further refinement of corporate information systems.

The exceptions report attached as **Appendix 1** details those indicators which fall behind or exceed their target parameters.

2. RECOMMENDATION

- 2.1 The Committee is asked to note the contents of this report.



Paul Jukes
Executive Director of Environmental Services

**Performance Management Framework
Exceptions Report**

Division: Land Services

Quality

Indicator	Total new / retained IIP Accreditations
Target / band	Cleansing Services to achieve IIP (5 operational units)
Surpassing target band or requiring improvement	Requiring improvement: Cleansing Services still to achieve IIP
Reason	Significant operational issues predominantly relating to legislative issues, resulting in redirection of resources
Action	Being absorbed into Service accreditation with full renewal by August 2008
Timescale	August 2008
Directors comments	Will receive maximum management attention to ensure revised timescale is met