

**REPORT TO: POLICY COMMITTEE ON 5 MARCH 2008**

**SUBJECT: CENTRAL SERVICES – REVISION OF SERVICE PERFORMANCE AND SERVICE STANDARDS**

**BY: CHIEF LEGAL OFFICER**

**1. REASON FOR REPORT**

- 1.1 The purpose of this report is to invite the Committee to approve revisions to the Service Performance and Service Standard key objectives and targets submitted to the Audit and Performance Review Committee.
- 1.2 This report is submitted to Policy Committee in terms of Section A(40) of the Council's Administrative Scheme relating to the provision, development and monitoring of all Central Support Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Committee approves the revisions to Service Performance and Service Standard key objectives and targets submitted, for the 2008-09 reporting period, to the Audit and Performance Review Committee as noted in Appendix 1**

**3. BACKGROUND**

- 3.1 Service Performance and Service Standards are high-level indicators that are reported quarterly and twice yearly respectively to the Audit and Performance Review Committee. Any amendments to these indicators must be approved by the relevant Service Committee
- 3.3 An Annual review of Service Performance and Service Standards indicators and standards reported to Audit and Performance Committee has been undertaken and Officers have recommended revisions for Committee approval.

**4. SUMMARY OF IMPLICATIONS**

**(a) Corporate Development Plan/Community Plan/Service Improvement Plan**

The contents of this report are in accord with the Working Principles of the Corporate Plan.

**(b) Policy and Legal**

None

**(c) Resources (Financial, Risks, Staffing and Property)**

None

**(d) Consultations**

This report has been circulated to Senior Officers in Central Services who are in agreement with the contents.

**5. CONCLUSION**

- 5.1 That the Committee approves the revisions to Service Performance and Service Standard indicators submitted to the Audit and Performance Review Committee for the 2008/09 reporting period.**

Author of Report: Catriona Campbell, Research and Information Officer  
Background Papers:  
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