



REPORT TO: POLICY AND RESOURCES COMMITTEE ON 5 AUGUST 2008

SUBJECT: SERVICE PERFORMANCE / SERVICE STANDARDS – CHIEF EXECUTIVE'S OFFICE PERFORMANCE INDICATORS FOR 2008/09

BY: CHIEF EXECUTIVE

1. REASON FOR REPORT

- 1.1 The purpose of this report is to invite the Committee to approve Service Performance and Service Standard indicators and targets submitted to the Audit and Performance Review Committee.
- 1.2 This report is submitted to the Policy and Resources Committee in terms of Section A42 of the Council's Administrative Scheme relating to ensuring that the organisation, administrative and management processes of the Council are designed to make the most effective contribution to achieving the Council's objectives.

2 RECOMMENDATION

- 2.1 **It is recommended that the Committee approves the Service Performance and Service Standard indicators and targets submitted, for the 2008/09 reporting period, to the Audit and Performance Review Committee.**

3 BACKGROUND

- 3.1 Service Performance and Service Standard indicators are reported quarterly and half-yearly respectively to the Audit and Performance Review Committee. Any amendments to these indicators must be approved by the Service Committee.
- 3.2 An annual review of indicators reported to the Audit and Performance Review Committee has been undertaken and a list of recommended indicators are detailed in Appendix 1.

4 **SUMMARY OF IMPLICATIONS**

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

The review of performance indicators by the Corporate Policy Unit and Members is linked to the Corporate Development Plan, Working Principles 3 – Sound Governance at a Strategic, Financial and Operational Level.

(b) **Policy and Legal**

This report has direct impact on the scrutiny role of Audit & Performance Review Committee.

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

None

(d) **Consultations**

This report has been circulated to Senior Officers in the Chief Executive's Office and members of the Audit and Performance Review Committee at an informal meeting who are in agreement with the contents.

5 **CONCLUSION**

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

Author of Report: Alastair Keddie, Chief Executive
Background Papers: Held by Jeanette McFarlane, 23A High Street, Elgin
Ref:

Signature: 

Date : 23/07/08

Designation: Chief Executive

Name: Alastair Keddie