

**EAST AYRSHIRE COUNCIL**

**COMMUNITY SERVICES COMMITTEE - 7 FEBRUARY 2001**

**REPORT ON NON-STATUTORY PERFORMANCE INDICATORS**

**Report by Director of Community Services**

**1. PURPOSE OF REPORT**

- 1.1 To inform the Committee of the quarterly outcome of Non-Statutory Performance Indicators within the Department.

**2. BACKGROUND**

- 2.1 The introduction of Departmental Non-Statutory Performance Indicators was reported to the Best Value Sub-Committee in 1998. The indicators cover six services within the Department. Systems to gather the relevant performance information were developed at the beginning of 1998. The attached appendices provide both the results of quarter 3 from 1 October to 31 December 2000 and a year to date summary.

**3. FINANCIAL/LLEGAL/POLICY IMPLICATIONS**

- 3.1 Nil

**4. CONCLUSION**

- 4.1 Systems for the collection and reporting of Non-Statutory Performance Indicators within the Department were first introduced in April 1998. The attached appendices provide the results of quarter 3 from 1 October to 31 December 2000.

**5. RECOMMENDATIONS**

- 5.1 It is recommended that the Committee note the development of Non-Statutory Indicators within the Department.

William Stafford  
Director of Community Services

WS/JM/LAM

15 January 2001

**LIST OF BACKGROUND PAPERS - Nil**

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## EAST AYRSHIRE COUNCIL

## REPORT ON DEPARTMENTAL NON-STATUTORY PERFORMANCE INDICATORS

## Department of Community Services

Indicator No.	Indicator Description	<u>Indicator Target</u>	From	To	Outcome of period	Outcome of comparisons with previous period/ benchmarking	Supplementary Information
1	SPORT & LEISURE MANAGEMENT Non resident use of Municipal Golf Courses		01.10.00	31.12.00	0.4%	-1.8%	
1	GROUNDS MAINTENANCE Cost of maintaining 1 hectare of land		01.10.00	31.12.00	N/A	-	Year end calculation on production of full year charges
2	PLAYPARK INSPECTION % of inspections within target time of one month		01.10.00	31.12.00	100%	-	
1	EMERGENCY PLANNING Trained Officers % of nominated officers trained per annum		01.10.00	31.12.00	52.7%	+52.7%	Training held to explain and test Information system within Emergency Control System. Some Departments did not participate, repeat training has been offered on individual department basis.
1	TRADING STANDARDS % of Consumer Complaints satisfactorily resolved		01.10.00	31.12.00	99%	+1%	
1	ENVIRONMENTAL HEALTH DOG WARDEN SERVICE % of responses to dog warden stray dog complaints which meet 2 day response time		01.10.00	31.12.00	100%	-	

## EAST AYRSHIRE COUNCIL

## REPORT ON DEPARTMENTAL NON-STATUTORY PERFORMANCE INDICATORS FOR THE PERIOD 01.04.00 TO 31.12.2000

## DEPARTMENT OF COMMUNITY SERVICES

Section	Description	Performance Data				
		Q1	Q2	Q3	Q4	Full Year
SPORT & LEISURE MANAGEMENT	Non resident use of Municipal Golf Courses	1.4%	2.2%	0.4%		
GROUNDS MAINTENANCE	Cost of maintaining 1 hectare of land	N/A	N/A	N/A		
PLAYPARK INSPECTION	% of inspections within target time of one month	100%	100%	100%		
EMERGENCY PLANNING	Trained Officers % of nominated officers trained per annum	Nil	Nil	52.7%		
TRADING STANDARDS	% of Consumer Complaints satisfactorily resolved	98.8%	98%	99%		
ENVIRONMENTAL HEALTH DOG WARDEN SERVICE	% of responses to dog warden stray dog complaints which meet 2 day response time	94.9%	100%	100%		

## AGENDA