

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE- 15 NOVEMBER 2000

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.
- 1.2 To seek approval for the introduction of two additional Non Statutory Performance Indicators.

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 2 from 1 July to 30 September 2000 and a year to date summary.
- 2.2 Proposals for the introduction of two Non-Statutory Performance Indicators are listed in Appendix 3. If approved, systems for the collection of this information will be implemented by January 2001 and results will be reported to committee on a quarterly basis thereafter.

3. FINANCIAL IMPLICATIONS

- 3.1 Nil

4. LEGAL AUTHORITY/IMPLICATIONS

- 4.1 Not applicable

5. POLICY IMPLICATIONS

- 5.1 Nil

6. CONCLUSION

- 6.1 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 2 from 1 July to 30 September 2000.

6.2 If approved, the proposed Non-Statutory Indicators will be reported to this Committee in May 2001.

7. RECOMMENDATIONS

7.1 It is recommended that the Committee:-

- (i) consider approval of the introduction of the proposed non-statutory performance indicators as detailed in Appendix 3; and
- (ii) otherwise note the report.

William Stafford
Director of Community Services

WS/JM

26 October 2000

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 | | 01.07.00 | 30.09.00 | 2.2% | 0.8% | |
| 1 | GROUNDS MAINTENANCE Cost of maintaining 1 hectare of land | | 01.07.00 | 30.09.00 | N/A | - | Year end calculation on production of full year charges |
| 2 | PLAYPARK INSPECTION % of inspections within target time of one month | | 01.07.00 | 30.09.00 | 100% | - | |
| 1 | EMERGENCY PLANNING Trained Officers % of nominated officers trained per annum | | 01.07.00 | 30.09.00 | Nil | - | No training in second quarter due to involvement in Exercise "Parallel Lines" |
| 1 | TRADING STANDARDS % of Consumer Complaints satisfactorily resolved | | 01.07.00 | 30.09.00 | 98% | -0.8% | |
| 1 | ENVIRONMENTAL HEALTH DOG WARDEN SERVICE % of responses to dog warden stray dog complaints which meet 2 day response time | | 01.07.00 | 30.09.00 | 100% | 5.1% | |

EAST AYRSHIRE COUNCIL

REPORT ON DEPARTMENTAL NON-STATUTORY PERFORMANCE INDICATORS FOR THE PERIOD 01.07.99 TO 30.09.2000

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% | | | |
| GROUNDS MAINTENANCE | Cost of maintaining 1 hectare of land | N/A | N/A | | | |
| PLAYPARK INSPECTION | % of inspections within target time of one month | 100% | 100% | | | |
| EMERGENCY PLANNING | Trained Officers % of nominated officers trained per annum | Nil | Nil | | | |
| TRADING STANDARDS | % of Consumer Complaints satisfactorily resolved | 98.8% | 98% | | | |
| ENVIRONMENTAL HEALTH DOG WARDEN SERVICE | % of responses to dog warden stray dog complaints which meet 2 day response time | 94.9% | 100% | | | |

EAST AYRSHIRE COUNCIL
REPORT ON DEPARTMENTAL LOCAL PERFORMANCE INDICATORS
DEPARTMENT OF COMMUNITY SERVICES

| Ind. No. | Indicator Description | Purpose of Indicator | Target Date for Implementation | Date of Actual Implementation | Status | Date of commencement of Reports to Service Committees | Additional Information |
|--------------------------------|---|---|---------------------------------------|--------------------------------------|---------------|--|--|
| SPORT AND LEISURE MANAGEMENT 2 | Total Number of Sport Centre Users on a facility by facility basis. | To monitor sport centre usage. | January 2001 | | Proposed | Propose to present to Community Services Committee on 30 May 2001. | Proposed new Indicator. Information will be collated on a quarterly basis. |
| COUNTRY PARK 1 | Total Number of Dean Castle Country Park Users on a facility by facility basis. | To monitor the use of Dean Castle Country Park. | January 2001 | | Proposed | Propose to present to Community Services Committee on 30 May 2001. | Proposed new Indicator. Information will be collated on a quarterly basis. |

AGENDA