

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE- 21 SEPTEMBER 2000

REPORT ON NON-STATUTORY PERFORMANCE INDICATORS

Report by the Director of Community Services

1. PURPOSE OF REPORT

- 1.1 To inform the Committee of the development 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 last year. 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 the results of quarter 1 from 1 April to 31 June 2000.

3. FINANCIAL/LEGAL/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 1 from April to June 2000.

5. RECOMMENDATIONS

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

William Stafford
Director of Community Services

31 August 2000
WS/JM

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	Indicator Target	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		01.04.00	30.06.00	1.4%	-	
1	GROUNDS MAINTENANCE Cost of maintaining 1 hectare of land		01.04.00	30.06.00	N/A	-	Year end calculation on production of full year charges
2	PLAYPARK INSPECTION % of inspections within target time of one month		01.04.00	30.06.00	100%	-	
1	EMERGENCY PLANNING Trained Officers % of nominated officers trained per annum		01.04.00	30.06.00	Nil	-	No training in first quarter
1	TRADING STANDARDS % of Consumer Complaints satisfactorily resolved		01.04.00	30.06.00	98.8%	-	
1	ENVIRONMENTAL HEALTH DOG WARDEN SERVICE % of responses to dog warden stray dog complaints which meet 2 day response time		01.04.00	30.06.00	94.9%	-	