

## EAST AYRSHIRE COUNCIL

### COMMUNITY SERVICES COMMITTEE – 19 SEPTEMBER 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 1 from 1 April to 30 June 2001 and the year to date summary results for the period 1 April 2000 to 31 March 2001.

#### 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 1 April to 30 June 2001 and the year summary results for 1 April 2000 to 31 March 2001.

#### 5. RECOMMENDATIONS

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

William Stafford  
Director of Community Services

WS/JM

1 August 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 or Target</u>	From	To	Outcome of period	Outcome of comparisons with previous period/ benchmarking	Supplementary Information
1	<b>SPORT &amp; LEISURE MANAGEMENT</b> Non resident use of Municipal Golf Courses		01.04.01	30.06.01	2.3%	-	
1	<b>GROUNDS MAINTENANCE</b> Cost of maintaining 1 hectare of land		01.04.01	30.06.01	N/A	-	Year end calculation on production of full year charges
1	<b>EMERGENCY PLANNING</b> Trained Officers % of nominated officers trained per annum		01.04.01	30.06.01	-	-	Due to involvement with the foot and mouth outbreak there has been no internal training. However, officers from Community Services and Development Services attended Ex.'Extra Time', Kilmarnock Football Club Contingency Plan
1	<b>TRADING STANDARDS</b> % of Consumer Complaints satisfactorily resolved		01.04.01	30.06.01	98.7%	-	
1	<b>ENVIRONMENTAL HEALTH DOG WARDEN SERVICE</b> % of responses to dog warden stray dog complaints which meet 2 day response time		01.04.01	30.06.01	100%	-	

## EAST AYRSHIRE COUNCIL

## REPORT ON DEPARTMENTAL NON-STATUTORY PERFORMANCE INDICATORS FOR THE PERIOD 01.04.00 TO 31.03.01

DEPARTMENT OF COMMUNITY SERVICES

Section	Description	Performance Data					
		Q1	Q2	Q3	Q4	2000/2001	1999/2000
<b>SPORT &amp; LEISURE MANAGEMENT</b>	<b>Non resident use of Municipal Golf Courses</b>	1.4%	2.2%	0.4%	0.5%	1.1%	1.6%
<b>GROUNDS MAINTENANCE</b>	<b>Cost of maintaining 1 hectare of land</b>					£3,170.39	£3084.84
<b>EMERGENCY PLANNING</b>	<b>Trained Officers % of nominated officers trained per annum</b>	Nil	Nil	52.7%	73.3%	63%	87.8%
<b>TRADING STANDARDS</b>	<b>% of Consumer Complaints satisfactorily resolved</b>	98.8%	98%	99%	99.6%	98.9%	97.9%
<b>ENVIRONMENTAL HEALTH DOG WARDEN SERVICE</b>	<b>% of responses to dog warden stray dog complaints which meet 2 day response time</b>	94.9%	100%	100%	100%	98.7%	98.9%

## AGENDA