

Open Report on behalf of Richard Wills, Executive Director for Environment and Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	14 September 2015
Subject:	Council Business Plan 2015 - 2016 Performance Report, Quarter One

Summary:

To inform the Committee that performance and projects data will be reported in a new style report against the Council Business Plan.

Actions Required:

The Committee is invited to review, scrutinise and comment on the customer satisfaction information for Quarter 1.

1. Background

Council Business Plan 2015/2016

In October 2014, Corporate Management Board supported a new Performance Management Framework for the Council which included a proposal to use infographics for performance reporting against the Council Business Plan. The Council Business Plan 2015/16 was approved by Council in February 2015 and has been organised around the 17 commissioning strategies. None of the measures in the Council Business Plan are within the remit of this scrutiny committee. However, five of the Council's major infrastructure schemes are reported through the Business Plan and are within the remit of this committee.

New style performance reporting

The Council Business Plan 2015/2016 was developed as a simple, easy to ready document with a view to using infographics to 'bring the plan to life' as part of a new style performance report. During July feedback was received on proposals for infographics from Corporate Management Board, Informal Executive and a workshop for Elected Members. This feedback has informed the infographics used to display Q1 performance. The infographics are designed to aid effective review and scrutiny of performance and inform decision making. The aim is for all of the information in the infographics to be self-explanatory so that whatever is presented to committee should not need explaining. This way of reporting is new and still in development.

Unfortunately the infographics for the five major schemes are still being developed and so are unable to be reported for this quarter.

Major Schemes for Highways and Transport Scrutiny Committee

The five major schemes contained within the Business Plan are:

- Lincoln East West Link Road
- Lincoln Eastern Bypass
- Grantham Southern Relief Road
- Spalding Western Relief Road
- Progress in preparation of the Southern Relief Road

Updates on the progress of these schemes were provided earlier on this agenda.

Customer Satisfaction Information

Appendix A provides a breakdown of the Q1 customer satisfaction information for the services which come under the remit of this Committee.

2. Consultation

a) Policy Proofing Actions Required

n/a

3. Appendices

These are listed below and attached at the back of the report	
Appendix A	Q1 Customer Satisfaction Information

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Louise Tyers, who can be contacted on 01522 552102 or louise.tyers@lincolnshire.co.uk.