

SERVICE ANNUAL PERFORMANCE REVIEWS 2016-17

1.0 EXECUTIVE SUMMARY

1.1 The Council's Planning and Improvement Framework (PIF) sets out the process for presentation of the council's Service Annual Performance Reviews (APRs).

1.2 This paper presents the Policy and Resources Committee with the Service APRs from Customer Services and Strategic Finance for 2016-17.

1.3 It is recommended that the Policy and Resources Committee endorse the Service APRs as presented.

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2.0 INTRODUCTION

- 2.1 The Planning and Improvement Framework (PIF) sets out the process for presentation of the Service Annual Performance Reviews (APRs).
- 2.2 This paper presents the Policy and Resources Committee with the Service APRs from Customer Services and Strategic Finance for 2016-17.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee endorse the Service APRs as presented.

4.0 DETAIL

- 4.1 The Service APR provides a summary of the key successes, improvements and case studies during the past year along with identified key challenges and actions to the address the challenges. Every consultation that has occurred is recorded - 'We Asked, You Said, We Did'. The results of consultation help inform future service delivery.

5.0 IMPLICATIONS

5.1	Policy	None
5.2	Financial	None
5.3	Legal	The Council has a duty to deliver best value under the Local Government Scotland Act 2003.
5.4	HR	None
5.5	Equalities	None
5.6	Risk	Ensuring performance is effectively scrutinised by members reduces reputational risk to the council.
5.7	Customer Service	None

Appendix 1: Service APRs for Customer Services and Strategic Finance 2016-17

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For further information contact:

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