

**ANGUS COUNCIL**

**INFRASTRUCTURE SERVICES COMMITTEE – 24 NOVEMBER 2009**

**INFRASTRUCTURE SERVICES MID TERM SERVICE PERFORMANCE REPORT**

**REPORT BY DIRECTOR OF INFRASTRUCTURE SERVICES**

**ABSTRACT**

This report presents the mid term service performance report for the Infrastructure Services department covering the first six months of the 2009/10 financial year.

**1 RECOMMENDATION**

- 1.1 The Committee note the terms of the Infrastructure Services department's mid term service performance report, 2009/10.

**2 INTRODUCTION**

- 2.1 As an integral part of the council's performance management arrangements, each department is required to prepare a mid term service performance report covering the period 1 April – 30 September for submission to their service committee in the November/December committee cycle.
- 2.2 The reports are designed to give members, employees and the public (who will have access to the reports via the council's website) an update of performance within departments during the first six months of the financial year.
- 2.3 This is the first year that such reports have been presented and it is proposed to review the reports with the aim of enhancing the information given to members in future years.
- 2.4 Attached to this report is the mid term service performance report for the Infrastructure Services department for the first six months of 2009/10.

**3 FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications associated with the recommendations contained in this report.

**4 HUMAN RIGHTS IMPLICATIONS**

- 4.1 There are no human rights implications associated with this report.

**5 EQUALITIES IMPLICATIONS**

- 5.1 The issues contained in this report fall within an approved category that has been confirmed as exempt from an equalities perspective.

**6 CONSULTATION**

- 6.1 The Chief Executive, Director of Corporate Services, Head of Law & Administration and Head of Finance have been consulted on the terms of this report.

ERIC S LOWSON  
DIRECTOR OF INFRASTRUCTURE SERVICES

**NOTE** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

## INFRASTRUCTURE SERVICES DEPARTMENT

### MID TERM PERFORMANCE REPORT

#### 1 Introduction

This report outlines, where possible, the performance of the department in two main areas. Section 2 deals with the service plan progress and section 3 deals with service standards and performance indicators where it is possible to assess performance mid year.

#### 2 Service Plan Performance

2.1 [Annex 1](#) to this report sets out the performance of the projects/initiatives from the service plan as recorded in the excelsis monitoring system on 30 September 2009.

#### 2.2 Commentary

2.2.1 It has not been possible for this report to remove the service plan targets for waste management, responsibility for which now lies with Neighbourhood Services.

2.2.2 Of the indicators which remain with the department,

5 are indicated as being over due	(11%)
33 are indicated as being on programme	(75%)
6 are complete	(14%)

2.2.3 The following should be noted in relation to the projects shown as overdue.

**Provision of Services to Spur Road Brechin Business Park:-** In reality all of the works in providing services to the spur road have been completed. Unfortunately Scottish Water has refused to allow our contractors to connect to the water mains until such time as an end user applies for a connection. One company had commenced work on a new workshop facility but this work has been put on hold and no completion date has been given. All of the necessary water pipe work has been laid as part of the contract, only the connection to the mains (1 day's work) remains. The project is therefore effectively complete and will be shown as such on the monitoring report in future.

**Develop a series of Heritage videos as short DVD products:-** A number of Heritage videos have been produced and are included as short clips on the Angus Ahead Portal. At present the portal includes video clips on Pictavia, Montrose and the Forfar Witches. Videos have also been produced on JM Barrie and Watson Watt but these have not yet been added to the Portal. This is an ongoing action. It is proposed that a more measurable action be substituted to define the number of short videos it is expected to produce each financial year. A revised deadline will be included as March 2010.

**Establish a transnational Interreg Food and Drink project with Angus Council as lead authority:-** Interreg administrators did not issue the expected call for applications in August/September 2009 due to a review being undertaken on the funding priorities. It is expected that the next application call will be April 2010. This initiative can not therefore be delivered and will be removed from future monitoring reports.

**Put into operation the Council's Reputable Trader Scheme:-** The Angus Reputable Trader Scheme was formally launched on 28 April 2009. As of 21 September 2009 there are 44 full members of the scheme, and a further 30 businesses at various stages of the application process. An additional 47 businesses have signed up to the age restricted product code which is part of the scheme. Funding was recently approved to fund the temporary post to March 2010. The target date needs to be adjusted accordingly.

**CWSS and Misc Funders – Carnoustie to Easthaven footway link (E 73b):-** Now complete.

### 3 **Service Performance**

- 3.1 [Annex 2](#) to this report details the current performance indicators where it is possible to make an assessment at the mid year point. It also indicates a comparison with the full year indicators of 2008/09 where there is a direct comparison. Of those which can be compared 23 out of 25 are the same or better than the full year performance. The only two which are below last year's performance relate to responses to street lighting and traffic light failures. These are both marginally down but still above 90% achievement of target.