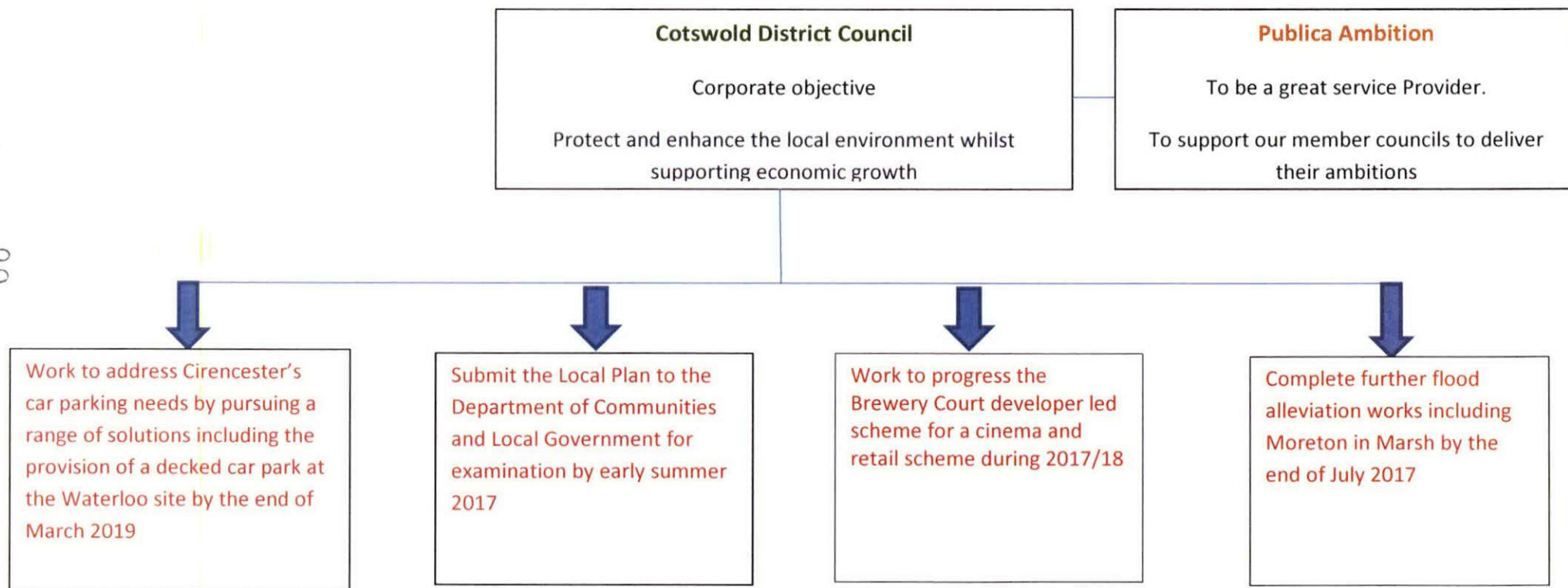


# DRAFT

## APPENDIX D AGENDA ITEM (9)

### Corporate Performance thread



## Specific Performance threads

Outcome focused - some will be delivered by individual services, others will be multi team tasks or projects

OBJECTIVE:

*Insert high level objective that your work is contributing to:*

*Protect and enhance the local environment whilst supporting economic growth*



HOW OBJECTIVE  
WILL BE MET:

*Insert Tasks which will deliver the objective:*

*Work to address Cirencester's car parking needs by pursuing a range of solutions including the provision of a decked car park at the Waterloo site by the end of March 2019*



DELIVERY METHOD:

*Insert information on how tasks will be delivered and by whom:*

*Overseen by Member-led Parking Demand Project Board, delivered principally by lead officers in Legal and Property services and Parking service and managed by the Head of Environmental and Commercial Services. Work on site feasibility, preparation of planning application and architectural design to be contracted out.*



TO WHAT STANDARD  
WILL WE DELIVER:

*State service standard (See guidance notes):*

*Produce and publish evidence of parking capacity and future demand in Cirencester, which can be easily understood and accessed by the public.*

*Engage with key parking stakeholders, undertaking consultation events and providing regular communications, ensuring feedback is embedded in the car park design process.*

*To develop a high quality car park that meets the needs of existing and future customers.*



HOW WE MONITOR  
OBJECTIVE WILL  
BE MET:

*State performance indicators and management tools which identify whether required outcomes are being met:*

*Qualitative descriptions of progress. Minutes from monthly Board meetings, Reports for decision to Cabinet/Council, lease/management/other agreements in place with third parties for new parking provision, submission of planning application, permission obtained and site developed for additional surface or decked parking. Identify and evidence demand. Assess needs are being met by comparing additional spaces provided against calculated demand.*

## Performance information

	Insert PI data or description against Task performance:	Contributing to outcome/variance to original outcome
QUARTER 1 2017/18	<p>Waterloo stakeholder consultation – feedback to inform Architects design</p> <p>Topographical survey completed</p> <p>Negotiation with Site X for decant parking site.</p>	<p>Directly contributing to scheme at Waterloo to deliver additional parking.</p>
QUARTER 2 2017/18	<p>Report to Cabinet – funding for RIBA Architect procurement secured.</p> <p>Agreement to enter into lease with Site X for decant parking</p> <p>Heads of Terms agreed with Site X</p>	<p>As Q1</p>
QUARTER 3 2017/18		

## **Guidance Notes:**

### **Service standard**

A service standard defines the level of service that should be provided i.e. the time within which calls are answered (We will answer calls within 20 seconds) or when bins will be collected (We will collect your bin on the specified day).

Service standards should be set which reflect both the overarching Objective and task or service delivering that objective but also what the customer wants i.e. this may reflect how reliable or informative the service is or how quickly the customer receives a response.

Publica's values should be embedded within service standards i.e. '... engagement with stakeholders ...' and '...feedback embedded...' (Authentic).

Service standards should be used to bench mark performance so there will be no point having them unless we measure whether we are meeting them.

Bear in mind service standards can also help manage expectations.

Service standards can be quite difficult when you are delivering a project and don't have numbers to count or time periods to analyse – look at the worked example for the Parking service to see how standards have been set, which are based on the task but consider what the public want.

### **Performance Monitoring**

Performance monitoring measures performance against the service standard i.e. What percentage of calls are answered within 20 seconds? Number of collections which are not made on the specified collection day.

Performance may be based on data or may be a description of progress against a task. Some performance monitoring will be a legal or national requirement, some will reporting to Publica or the Council(s) and some will simply be a management tool.