

ANNUAL REPORT AND PERFORMANCE REVIEW

Purpose

What is the purpose of your service?
What does the service contribute to corporate objectives?
What are the key issues you are trying to address?

Performance

What are the key headlines from the last year?
What went wrong and what did you learn from it?
How did you perform - against performance targets, revenue and capital budgets and your service plan?
What are the main challenges facing your service - what influences your service delivery?
What are your key risks?

Learning

What do your customers think about the service you provide?
How have you gone about learning from others?
What best practice do you have to share?

Procuring services

How are you working with others to ensure coordinated service delivery and effective use of resource?
How can you demonstrate you are delivering value for money?
How do you know you are doing things in the right way?

Improving

What are the options for improving the service?
What are your key priorities for the next 3 years
What are your key performance targets?

Please suggest one area of your service, or any other service, for more detailed review, and give the reasons why it is necessary