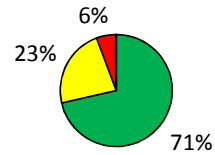


## PRIORITY SEVEN: Inspirational Council

### a. Outcome Great value for our customers

Cumulative results until end of Quarter 3

On track to meet outcome

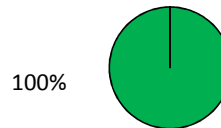


Customer Service Excellence Award has just been achieved by the Customer Service Centre, The membership of the 'Speak Now' panel has been increased to improve public consultation and the Knowledge continues to be published on a weekly basis.

### b. Outcome A 'partner of choice'

Cumulative results until end of Quarter 3

On track to meet outcome

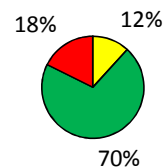


All Councillors have now undertaken a personal development review.

### c. Outcome An 'employer of choice'

Cumulative results until end of Quarter 3

On track to meet outcome



Work with school and colleges during Local Democracy Week was particularly well received this year. Sickness absence continues to be a problem but a full absence report is being submitted to the Executive Board in February 2010.