

Previous Performance

Through our values, we aspire to respond positively to change and find ways to improve the things we do.

Although Cheshire East is a new and developing authority, many of our component services have a legacy of outstanding performance from which we are able to draw experience and ensure continuous delivery of service excellence. Our legacy of high achievement provides Cheshire East with an excellent foundation of skill and experience upon which to build and sustain a flagship performance management culture.

The former Cheshire County Council, Congleton, Crewe & Nantwich and Macclesfield Borough Councils all demonstrated individual areas of performance excellence, which surpassed best ('top quartile') national standards. In addition, there are examples of universal performance excellence within Cheshire East, which we will work hard to maintain and set stretching targets to improve yet further.

Our priority is to create and sustain excellent services through which we will deliver the outcomes that matter most to our communities.

Crime in Cheshire East is low, though fear of crime remains a concern for our residents. We have drawn on a range of experience and crime reduction initiatives to achieve significant reductions in violent crime and will continue this approach to achieve and sustain a safer community for all our residents and visitors. Through effective communication of our performance, we can build on this legacy and assure our residents that Cheshire East is a safe place to live.

We will continue to meet the high expectations of our residents through professional and timely turnaround of their enquiries. The former district councils within Cheshire East demonstrated efficiency in their turnaround of Housing and Council Tax benefit claims, and Cheshire East incorporates services that have achieved top national standards. We also have experience of top quartile performance in relation to the processing of planning applications, and will work hard to sustain this culture.

In education services, we are able to take forward a legacy of excellent performance in relation to GCSE grades and Key Stage achievements, as well as low absence figures in our local schools.

Our residents have access to comprehensive kerbside recycling schemes, and we have collective experience of excellence in recycling and composting performance. The condition of our principal roads has improved considerably in recent years, outperforming top quartile in 2007/08, and the proportion of our land and highways with litter and detritus has reduced to help us to achieve a cleaner and greener environment.

We will learn from all of this experience, whilst developing new processes and systems within which to set targets for further improvements, preparing the foundations for a future in which we aspire for – and achieve – excellence.