



2014 CHAPTER 8

PART 12

PERFORMANCE IMPROVEMENT

*General duty*

**Improvement: general duty**

**84.—(1)** A council must make arrangements to secure continuous improvement in the exercise of its functions.

(2) In discharging its duty under subsection (1), a council must have regard in particular to the need to improve the exercise of its functions in terms of—

- (a) strategic effectiveness;
- (b) service quality;
- (c) service availability;
- (d) fairness;
- (e) sustainability;
- (f) efficiency; and
- (g) innovation.