

Agenda item 5(e)

Quarterly Performance Indicators Q3 – 2015 – 16

MINUTE OF CORPORATE AND ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE MEETING HELD ON 18 FEBRUARY 2016

53. QUARTERLY PERFORMANCE INDICATORS Q3 - 2015-16

Consideration was given to the report of the Interim Borough Transformation Manager, as contained on pages 245 to 258 of the Book of Reports, which detailed performance monitoring data for the quarter ended 31 December 2015. The report was scheduled for consideration by Cabinet at its meeting on 15 March 2016.

It was reported that the estimated data, as set down at Appendix A, in relation to Q3 for Performance Indicator WL18 had now been provided as confirmed below:

WL18 (Use of leisure and cultural facilities (swims and visits) – outturn 215,442.

In discussion Members raised questions and comments in respect of the following:

- WL108 (average waiting time for callers to the Contact Centre – seconds) – balance of target against no. of calls taken; ‘call-waiting’ systems – use of advances in technology; proposed improvements to telephone system.

The Performance Officer attended the meeting and provided clarification on issues raised.

RESOLVED: A That the Council’s performance against the indicator set for the quarter ended 31 December 2015, to include the revised figure of outturn of 215,442 for PI - WL18, be noted.