

APPENDIX D

Agenda item 7(e)

MINUTE OF CORPORATE & ENVIRONMENTAL OVERVIEW AND SCRUTINY COMMITTEE HELD ON 5 DECEMBER 2019

48 QUARTERLY PERFORMANCE INDICATORS Q2 2019-20

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 213 to 228 of the Book of Reports, which presented performance monitoring data for the quarter ended 30 September 2019.

The Partnership and Performance Officer provided an update and provided clarification on the points raised, including reference to the following;

- ES08: % locations inspected falling into categories A/B – Grounds Maintenance
- ES12 &13 % Flytips removed
- WL132 (Working days lost due to sickness absence) Impact from SORP review
- WL108 (Average answered waiting time for callers to the contact centre). The Customer Experience Manager provided Members with a presentation at Agenda Item 12 (Customer Contact Centre Call Handling –Performance Indicators)
- WL90 (% of Contact Centre calls answered)
- NI192 (Percentage of Household Waste sent for reuse, recycling and composting) LCC / Farrington Recycling Facility

RESOLVED: That the Council's performance against the indicator set for the quarter ended 30 September 2019 be noted.