

**Minute of the Corporate & Environment Overview & Scrutiny Committee  
– 10 December 2020**

112 **QUARTERLY PERFORMANCE INDICATORS (Q2 2020/21)**

Consideration was given to the report of the Corporate Director Transformation and Resources as contained on pages 115 to 130 of the Book of Reports, which presented performance monitoring data for the quarter ended 30 September 2020.

The Partnership and Performance Officer provided an update on the latest key performance indicators. She explained that 26 indicators met or exceeded target.

Questions and comments were raised in respect of the following indicators:

TS1a – Rent collected from current and former tenants as a % of rent owed (excluding arrears b/f)

This was below target due to the impact of Covid-19, a full explanation was presented at Appendix A.

ES18 – Fly tip incidents reported

A significant increase was noted, up by 57% this quarter.

A comment was raised in respect of the closure of the tips managed by LCC during Covid -19.

It was also questioned if a breakdown of data is available of the 541 fly-tip incidents reported, in respect of identifying culprits and sanctions posed.

The Partnership and Performance Officer made an undertaking to present the data to Members by e-mail.

NI157a, b, c - Processing of Planning Applications

The Planning Service Review is now underway by Red Quadrant.

The Corporate Director Transformation and Resources gave a brief outline, explaining that the process will involve the customer experience / journey and that the Service will have more digital arrangements in place.

It was suggested by the Chairman that as part of Member Development, it would be beneficial for all Members to be offered a briefing of the Planning Service Review process.

HW01 – No. attending health, wellbeing and sport activities and courses

Discussion took place on the effect of the impact on youth unable to attend clubs and activities due to Covid-19 restrictions and regulations in place.

B1 – Time taken to process Housing Benefit/Council Tax Support new claims and change events (days)

Impact due to increased workload as a result of Covid-19, as detailed at Appendix B1.

ES14,15,16,17 (Average missed bins per fortnight)

Due to restrictive ways of working during Covid, there is no change to the current target of 50 missed bins per fortnight per waste stream. This target is to be reviewed in 2021/22.

The Chairman proposed that an e-mail be sent on behalf of the Members of Corporate and Environmental Overview and Scrutiny Committee to all Employees of the Council to give thanks and recognition of the hard work and dedication given during this year.

- RESOLVED:
- A. That the Council's performance against the indicator set for the quarter ended 30 September 2020 be noted.
  - B. That an e-mail be sent on behalf of Members of Corporate & Environmental Overview and Scrutiny Committee to all Employees of the Council to give thanks and recognition for their hard work and dedication during this year.