

90 **CORPORATE PERFORMANCE REPORTING 2022/23**

Consideration was given to the report of the Corporate Director of Transformation and Resources as contained on pages 1607 to 1620 of the Book of Reports, which was to seek approval for the Corporate Performance Reporting for 2022/23.

The Partnership and Performance Officer outlined the report and explained that the targets for the KPI's have been set following consideration by services based on current expectations and are reported on a quarterly basis.

She outlined the following proposed changes:

- Remove: *WL164: Savings within financial year* (since no savings requirement identified in the Medium-Term Financial Strategy)
- Remove *NI191: Kerbside residual household waste per household (Kg) (still to be monitored in-service; promotion but limited Council influence on outturn)*
- Replace: *B1: Time taken to process Housing Benefit/Council Tax Support new claims change events* with *B5: Time taken to process Housing Benefit new claims and change events* (CTS still to be monitored in-services, but CTS timescales largely determined by UC process.

She explained that the PI, WL161- Affordable Housing units via Tawd Valley Developments target could not specifically be given a figure ahead of decisions of Council held on 23 February 2022.

She also informed that there were no changes proposed to Appendix B, 'Council Vision and Priorities'.

Comments and questions were raised in respect of the following:

- Senior Management and Staff turnover
- Covid / Impact on Leisure Centres
- New Leisure Facilities data; demand for Services; trends local/National
- To scrutinise individual performance figures for each Leisure Centre
- Park and Countryside events such as the 'Green Fayre' may now take place due to lifting of restrictions; figures to be updated to reflect this
- Potential for 'Park Runs' also to be included - Park and Countryside events

RESOLVED: That the Committee considered and noted the suite of Key Performance Indicators 2022/23 (Appendix A) and that the following agreed comments be passed to Cabinet on 8 March 2022 for their consideration:

1. That the PI WL108 Average answered waiting time for callers to the Contact Centre (seconds), to change the proposed target for 2022/23 from 145 seconds to 60 seconds.
2. That PI WL157a No. visits to Leisure Facilities proposed annual target 2022/23 be increased to reflect the new

Government guidance in respect of Covid restrictions ending.

3. That PI WL159 No. attending Parks and Countryside events, proposed annual target 2022/23 be increased to reflect the new Government guidance in respect of Covid restrictions ending and that major events may now take place.
4. That a proposed new PI be formulated to reflect staff turnover/vacancy levels.