

## **CORPORATE PERFORMANCE REPORTING 2022/23**

### **Motion to be moved by Councillor Ian Moran**

- A. That the suite of Key Performance Indicators (KPIs) and targets in Appendix A are approved and adopted for reporting as part of a Council Plan Corporate Delivery Plan to evidence progress with the Council Plan.
- B. That in respect of PI WL108 'Average answered waiting time for callers to the Contact Centre (seconds)' and the request from Executive Overview & Scrutiny Committee to change the proposed target for 2022/23 from 145 seconds to 60 seconds, that officers undertake an evidence-based evaluation to model this, and the additional resources required and bring back a report to Cabinet for consideration.**
- C. That in respect of PI WL157a 'No. visits to Leisure Facilities' and PI WL159 'No. attending Parks and Countryside events' the figures for 2022/23 be revised in accordance with the changing legislation.**
- D. That a proposed new PI be formulated to reflect staff turnover/vacancy levels.**
- E. That the Corporate Director of Transformation and Resources, in consultation with the Leader of the Council as Portfolio Holder, be authorised to finalise and amend the suite (Appendix A) and to make necessary amendments to the suite in year in response to any issues that may arise, for example government policy or collection mechanisms.