

63 **QUARTER 2 COUNCIL PERFORMANCE DELIVERY**

The Performance Improvement Lead outlined the report of the Corporate Director of Transformation, Resources and Housing as contained on pages 491 to 504 of the Book of Reports which was to present performance monitoring data for the quarter ended 30 September 2023.

Comments and questions were raised in respect of the following:

- When are targets reviewed and changed – These are revised annually and approved through committee and are currently quite operational rather than strategic against our priorities. There will be a review of performance information and targets brought to next Committee.
- WL132-c19 FTE working days lost due to sickness absence – data missing due to issues with transfer to new HR system - LCC is aware of the impact of this and are in the process of addressing the issue. A new HR system is being procured.
- R1 - % Council Tax collected (current year) - significantly down in Q2. What were figures like prior to Covid and have we deteriorated since then.? Are we worse than prior to Covid? What action is being taken to get the revenue in?
- Do we sign post our residents to West Lancashire Debt Advice?
- Wellbeing and Leisure Service / Wrap up West Lancashire – great work

The Performance Improvement Lead informed the Committee, that a response to questions would be sought from the Revenues and Benefits Service area and provided to Members following the meeting.

RESOLVED: That the Council's performance for its key performance indicators for the quarter ended 30 September 2023 be noted.