



STRATEGY & RESOURCES COMMITTEE MEMBER REPORT

Performance Monitoring Report Q4

I have some concerns regarding the layout of this form which I don't propose to consider until we move on to the new form from Q1 2023. In general objectives need a base and to be specific, measurable, achievable and compatible. On the current form many of the objectives are laid out in such a way that they have more in common with a wish list than an objective.

Right now, we are reviewing the end of Q4. At this time 5 objectives are currently overdue and 11 have not been started and it has to be said that the indicated status of a number of projects is questionable.

CW3 Community Engagement

This is a story of two parts. Firstly, to engage with communities more closely so that we can better understand their needs and work as a team so that we can support them when required. This has progressed well with KPI's being generally achieved.

By contrast the second part which is not specifically included in the overall objective but forms a significant part of the planned delivery has not worked to date. It sought to improve customer service by putting residents' interactions with the council "Online". The digital platform was procured and work with it is recorded as being on target however as councillors we are being regularly made aware of residents' difficulty in contacting the council and of poor response times. We were assured that standards in traditional contact channels would be maintained both through implementation and thereafter, this has not happened as per the evidence available in this report. I will be seeking further data on this performance.

CW5 Equality, Diversity and Inclusion

The Council is to be congratulated on a good delivery of this objective.

EC1 Tackle the Climate & Ecological Emergency

The Council is to be congratulated on a good delivery of this objective.

EC3 Sustainable Construction and Retrofit

The timeline on this objective runs until 2026 and currently it is on target.

EC6 Renewable Energy

This project is now generally complete, save the analysis of energy bills to ascertain if savings target has been achieved.

ER1 Economic Recovery

Status on this project is questionable and it would appear that data to support the position has generally not been delivered.

ER2 Regeneration

There are a number of overdue projects within this objective mainly associated with known delays to canal development. In some instances, these have been rescheduled. Regeneration projects are particularly prone to external impacts and KPIs for this objective will need considerable reconsideration as we move into 2023.

ER3 Investment

Most of the identified projects have been completed although some were after target dates.

ER4 Support for Businesses

ER4.1 Is generally behind schedule, this could indicate an over ambitious target date or a lack of focus on specific areas. Other areas are commencing to plan although some are rather unspecific in nature making them difficult to measure.

COMMENTS SUBMITTED BY	Councillor Gordon Craig, Performance Monitor
DATE	3/07/2023