ISSUES ARISING FROM OVERVIEW AND SCRUTINY OR OTHER COMMITTEES

PERFORMANCE REPORT – FIRST QUARTER 2020/21

Responsibility: Portfolio Holder for Finance, Governance and Digital

Report of: Head of Leadership Support

Decision Route

Cabinet	7 September 2020	CAB 7
Overview and Scrutiny Committee	14 September 2020	Minute No 9
Cabinet	5 October 2020	

Overview and Scrutiny Committee Recommendations

The Overview and Scrutiny Committee, at its meeting held on 14 September 2020, made the following recommendations to Cabinet:

RESOLVED: (a) That Cabinet be asked to note the concerns of the Overview and Scrutiny Committee in respect of the low levels set as targets for performance indicators EKS02d.1 (percentage of incidents resolved within 1 working day) and EKS02d.2 (percentage of incidents resolved within 3 working days), and that these be reviewed. As part of this, a comparison with the targets for other local authorities was proposed.

(b) That the appropriate Portfolio Holder and officers be requested to work with East Kent Services to improve performance in respect of EKS02d.1 and EKS02d.2 through smarter working practices.

(c) That performance indicator KPI03-d (percentage of Council taxes due for the financial year which were received in year by the authority) have a trend and RAG status indicator added for future editions of the Performance Report.