

Appendix 2

Extract from the Corporate Policy and Resources Committee Meeting held on 13 December 2018

71 PROGRESS AND DELIVERY REPORT - PERIOD 2 2018/19

Members considered the Progress and Delivery report for Period 2, 2018-19.

The following points were highlighted:

- The report covered the period from June to September 2018; performance across all areas was broadly static, and comparable to the Period 1 report earlier this year;
- The number of complaints had fallen significantly;
- The return on capital investment and the overall budget forecast was exceeding the target that had been set;
- Garden waste was exceeding performance indicators;
- There was an increase in new participants at West Lindsey Leisure Centre;
- A further paper was being brought to Corporate Policy and Resources committee in January 2019 on the amount of time being spent processing Housing and Enforcement cases;
- The figure within the report relating to enforcement was 'days taken'; currently the figure was an average number of days. The cases closed could be long-standing, or short, and the final figure tended to get skewed;
- There had been a concerted effort to close long-standing Enforcement issues; they would get to a point where they would plateau, as the level of Planning cases was consistent.

The whole case load was generally around 120 cases, with around 20 being the highest priority. The challenge for the team was focussing on the highest priority cases, continuing the focus, and then moving onto the smaller cases.

RESOLVED to note the performance of the Council's services and key projects through agreed performance measures.