

## **Appendix 3**

### **Extract from the Prosperous Communities Committee Meeting held on 22 October 2019**

#### **34 PROGRESS AND DELIVERY REPORT - PERIOD 2 2019/20**

Members gave consideration to a report which assessed the performance of the Council's services through agreed performance measures, as at the end of Period 2 for the 2019/2020 year. Members were asked to review performance and recommend areas where improvements should be made, having regard to any remedial measures already included within the report.

The report summary was structured to highlight those areas that were performing above expectations, and those areas where there was a risk to either performance or delivery.

Table two identified measures where performance was outside agreed tolerance for two periods or more. Measures where additional improvement actions had been requested by Management Team had also been highlighted, these primarily related to the Home Choices Function.

Markets had been a continuing area of concern for the Committee and Members noted that there would be a paper dedicated to the Markets at the next meeting.

Debate ensued and in response to Members' comments Officers confirmed the correct target figure for rental income – Car Parks was £190,700.

Concerns were raised regarding the cleanliness of the Leisure Centre, with Members reporting receiving personal complaints direct to them. Assurance was also sought that the Authority was capturing all complaints made, considering some of these were likely being made direct to the Centre itself.

Officers gave assurances that they were fully aware of the ongoing concerns. Client meetings were being held on a monthly basis and these matters were being regularly raised. Default notices would be served where appropriate. The contract was being managed tightly, and in fact unannounced spot checks had commenced. In response to Members' requests Officers undertook to provide feedback from the client meeting.

Members enquired as to how and who measured the success of the Market events and were advised that individual analysis for each event was undertaken comprising satisfaction surveys, footfall counts and attendance figures.

All such data was available and would form part of the report referred to earlier in the debate, due for consideration at the next meeting.

On that basis it was **RESOLVED** that: -

having critically appraised the performance of the Council's services through agreed performance measures, and having had regard to the remedial measures suggested in the report, and the information provided in response to Member questions, no further remedial actions be requested at this stage.