

Appendix 2

Extract from the Prosperous Communities Committee Meeting held on 1 May 2018

123 Progress and Delivery (Period 4)

Members gave consideration to a report which assessed the performance of the Council's services and key projects through agreed performance measures. 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.

Areas described as performing well included:

- Benefits – Customer Satisfaction
- Revenues
- Local Land Charges
- Licensing
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Those areas described as risks included:

- Overall Complaints
- Enforcement
- Street Cleaning Income
- Markets
- Home Choices

Further information was given on each of the above.

Debate ensued and the report and general direction of travel was welcomed.

Whilst complaints overall were up, Members commented that this was an improved position in light of the fact that complaints were now being more accurately recorded, and as such was to be expected.

Making reference to Waste Services and the reduced recycling rate, a Member referenced that he had previously made enquiries of Lincolnshire County Council as to what potential penalties could be levied against the Authority if the target was not met and under what legislative basis, however the position had been unknown. The Member sought indication as to whether the position had yet been clarified and Officers undertook to further investigate this.

Members commented on the difficult winter the Market Traders had endured and it was suggested that maybe initiatives such as that seen at Cottingham whereby traders were only charged for 9 months of the year should be investigated, with the Council offering support sooner rather than later due to the recent bad weather.

In response Officers outlined the previous decisions Members had made with regard to the Market, alongside this a raft of improvements were being implemented including the introduction of a dedicated Markets Manager and £25k events programme. The suggestion would be taken back to Officers concerned for consideration, however the importance of not conflicting with the good work currently being undertaken was stressed.

Volunteer litter picks were to be encouraged wherever possible and in response to Members' questions Officers outlined how income was generated through the street cleansing service.

RESOLVED that having critically appraised the performance of services and key projects, and having had regard to the remedial measures suggested in the report, and the information provided in response to Member questions, no further formal action be requested at this stage, however the suggestions made throughout the debate be considered.