

Appendix 2 - You Said We Did from Overview & Scrutiny

PI 1: Active Lifestyles

You Said: The new target looks light compared to the outturn for 2024/25. Combining the metrics is ok, but don't make the target easier.

We: Went back to the service manager and agreed a new stretch target of 3.5% of 24/25s performance. The new target of 65,000 attendances is over 10,000 attendances greater than the previous proposal, helping to drive improvement within the service.

PI 4: Disabled Facilities Grant

You Said: That while it is accepted that the current target is not tenable, decreasing it as much as proposed seems like rewarding poor performance. It appears to be setting a target that we know we can achieve rather than something to work towards.

We: went back to the responsible officers and have revised the proposed target to be more lenient, but still a stretch target. The tolerance was also increased to 31 weeks (from 30 weeks) to ensure that our performance does not fall below the previous years average (30.6 weeks in 2024/25).

PI 18: Business Engagements

You Said: That while it is good to measure the number of contacts you would be keen to understand how F2F are recorded. Some extra qualitative examples were also requested for the commentary.

We: have committed to completing the data quality templates for the new and changing performance indicators, ready for publication alongside the quarter 4 report. After talking to the responsible officer, it was also agreed that the commentary given in the reports would have a significant qualitative aspect and would also (where appropriate) comment on the benefit of the interaction / customer satisfaction.

PI 25: Environmental Crime

You Said: That it is great to see the measurement being broadened out to be more inclusive of all of the elements and that it would be interesting to see the makeup of the new metric.

We: have committed to completing the data quality template for this metric, along with the templates for the other new and changed metrics, ready for publication alongside the quarter 4 report. After talking with the responsible officer, it was also agreed that a breakdown would be included in the commentary of the indicator.

PI 29: Customer Satisfaction (Contact Centre)

You Said: That you were very happy to see this metric being trialled and would be interested to see the results.

We: began implementation of the software earlier this year and are currently trying to fine tune the system, ready for full implementation in late quarter 1. To allow time for the system to be perfected, this metric will not be reported on until quarter 3. This will also allow us to collect more baseline data to better inform the target and tolerance.