
EXCERPT FROM THE MINUTES OF THE BUSINESS AND TRANSFORMATION SCRUTINY PANEL HELD ON 7 DECEMBER 2021

BTSP.94/21 QUARTER 2 PERFORMANCE REPORT 2021/22

The Policy and Performance Officer submitted the quarter 2 2021/22 performance against current Service Standards and an update on the delivery of the Carlisle Plan 2021-23 actions as defined in the Plan. Performance against the Panel's 2021/22 Key Performance Indicators were also included (PC.40/21).

The Policy and Performance Officer drew the Panel's attention to the Summary of Exceptions and the associated reasons.

At the request of the Chair, the Policy and Performance Officer gave an update on the increase in the number of corporate complaints received:

38 complaints had been received in the first two quarters. 17 of them related to actions / decisions that were not within the remit of the Council to change ie planning decisions.

12 complaints had been received in neighbourhood services, primarily missed collections, this had been a result of the HGV driver shortages.

9 complaints had been received by Environmental Services and related to 2 cases with multiple complainants / complaints. One of the complainants had since received a vexatious complaint warning letter from the Council.

A Member highlighted the number of working days to process new benefit claims and asked if the authority was still supporting the Test and Trace Support payments and if any additional staff had been employed to carry out the additional work.

RESOLVED - 1) That the Quarter 2 Performance Report 2021/22 be received (PC.40/21);
2) That the Policy and Performance Officer provide the Panel with further information on the Test and Trace Support payments and how the additional work was staffed.