

**EXCERPT FROM THE MINUTES OF THE
BUSINESS AND TRANSFORMATION SCRUTINY PANEL
HELD ON 18 FEBRUARY 2021**

BTSP.19/21 QUARTER 3 PERFORMANCE REPORT 2020/21

The Policy and Performance Officer presented the Quarter 3 Performance Report 2020/21 (PC.14/21).

The report contained the Quarter 3 performance against the current Service Standards and a summary of the Carlisle Plan 2016-19 actions as defined in the 'plan on a page'. Performance against the Panels' 2020/21 Key Performance Indicators were also included.

The Policy and Performance Officer gave an update on the work of the Task and Finish Group which was reviewing the content of the performance reports and drew the Panel's attention to the summary of exceptions which showed as red:

SS05: Proportion of corporate complaints dealt with on time

SS08: Proportion of official local authority searches completed on time

CSe14: Actual car parking revenue as a percentage of car parking expenditure

CSu05: Percentage of NNDR collect.

In response to a question the Policy and Performance Officer clarified that the figures for CSe14 showed that for every £1 the Council spent on car parking the target was to receive £1.50 in return, due to Covid 19 the current return was 74p. This loss of income was reflected in the budget monitoring reports.

A Member asked for an update on the local authority searches figures and the Corporate Director of Governance and Regulatory Services responded that there had been a short term issue due to the impact of lockdowns, however, the service was now within target.

RESOLVED – That the Panel had received the quarter 3 performance 2020/21 report PC.14/21.