

---

**EXCERPT FROM THE MINUTES OF THE  
ECONOMIC GROWTH SCRUTINY PANEL  
HELD ON 9 SEPTEMBER 2021**

---

**EGSP.57/21 QUARTER 1 PERFORMANCE 2021/22**

The Policy and Performance Officer submitted the Quarter 1 2021/22 performance against the current Service Standards and a baseline position for the Carlisle Plan 2021-23 actions as defined in the draft Plan (PC.35/21). Performance against the Panel's 2021/22 Key Performance Indicators (KPIs) were included as a dashboard.

The Policy and Performance Officer highlighted the changes to the report as a result of the Performance Reporting Task and Finish Group and drew the Panel's attention to the summary of exceptions and the explanation for the missed target.

The Panel discussed the low response to the online customer satisfaction survey and how this could be improved, a Member suggested utilising social media adverts.

The Policy and Performance Officer explained that the response rate had been lower than expected as the survey had been 100% online. Prior to Covid-19 the survey would have been available in hard copy to increase response rates. He agreed to investigate social media advertisements further with the Media and Communications Officer.

**RESOLVED** -That the Panel had scrutinised the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities (PC.35/21).