

**EXCERPT FROM THE MINUTES OF THE  
BUSINESS AND TRANSFORMATION SCRUTINY PANEL  
HELD ON 1 DECEMBER 2020**

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**BTSP.76/20            QUARTER 2 PERFORMANCE REPORT 2020/21**

The Policy and Performance Officer presented the Quarter 2 Performance Report 2020/21 (PC.29/20).

The report contained the Quarter 2 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 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 drew the Panel's attention to the summary of exceptions which showed as red:

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

CSu05: Percentage of NNDR collected

SS05: Proportion of corporate complaints dealt with on time

SS08: Proportion of official local authority searches completed on time

The Policy and Performance Officer reminded the Panel that all three Scrutiny Panels had requested that Members were involved with the reviewing of the content of performance reports including setting of measures and targets. A Member working group would be set up and run over the Winter months.

RESOLVED – That the Panel had received the quarter 2 performance report PC.29/20.