

**Feedback from the Scrutiny Commission 29 March 2022**

During discussion, the following key points were noted:

- i. Members welcomed the expansion of the indicator set with new indicators on activities such as homelessness, which would give the Scrutiny Commission more information to work with.
- ii. Re: The number of electric vehicle charging points publicly available (GSE04) – this indicator was welcomed.
- iii. It was noted that a number of HR indicators would be included which covered headcount and FTE, vacancy levels, agency staff and spend on agency staff.
- iv. It was noted that the Climate Change, Environment and Growth Executive Advisory Panel would be looking at the indicators around the environment and the Council's commitment to Carbon Zero.
- v. Net additional homes provided (STP27) – clarification was needed as to what period this indicator was over. In response, officers advised that they would look to possibly include a description or definition for the indicators.
- vi. It was noted that customers were being directed to the website where possible, so would it be possible to include an indicator around response times to website queries. In response, officers undertook to look into how reporting on website interactions with customers could be developed.
- vii. Customer services was a priority so how quickly the Council responded to customers was important. In response, officers confirmed that there were measures in place for certain forms of interaction, but they would look at how measuring this could be improved moving forwards.
- viii. Further clarity around what the new proposed leisure indicator AFL11: 'Net promoter score % - Leisure' is measuring is required as it is not clear from the indicator's description what it is measuring. The wording would benefit from being made clearer.
- ix. A general point was made around the need to provide a more thorough description of what the proposed new indicators mean was made. It was agreed that this would be provided.

## **Feedback from the Finance and Resources Scrutiny Committee 9 April 2022**

- i. Members welcomed the expansion of the indicator set.
- ii. It was noted that a number of HR indicators would be included which covered headcount and FTE, vacancy levels, agency staff and spend on agency staff.
- iii. Members made the point that ways to increase the clarity and size of the fonts and information provided within the performance reports was needed as the detail is hard to see when printed out on paper.
- iv. A general point about the need to provide a more thorough description of what the proposed new indicators mean was made. It was agreed that this would be provided.