

### Proposed Changes to Performance Indicators to be monitored by the Scrutiny Committee in 2022/23

Service Area	Measure	Proposal and Reason for Change
<b>Waste</b>	ADDITIONAL INDICATOR The percentage of fly tips removed within one working day of notification.	Fly tipping has been raised on several occasions at meetings of the Committee and is not currently covered by the waste performance indicators reported to Members. The proposed additional performance indicator is already monitored by the Waste Team.
<b>Development Management</b>	INDICATOR FOR DELETION Average time taken to process all planning applications (days)	It is proposed to delete this PI for the following reasons: <ul style="list-style-type: none"> <li>• This is a cumulative indicator and a few applications that may take over a year to process can distort the average time figure.</li> <li>• This is a local indicator, which is not reflected in any national performance indicators, is not reported externally and the 65-day target is not based upon any benchmarking information.</li> <li>• Performance will still be reported against the statutory indicators that cover the percentage dealt with in the statutory timeframes of 13 weeks for majors and 8 weeks for minors and other applications unless otherwise agreed with the applicant. Very few applications go over the target date, with performance against these targets for 21/22 at 98% for majors, 98% for minors and 99% for others.</li> </ul>
<b>Customer Services and Communications</b>	INDICATOR FOR DELETION Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard.	A new telephone system based around Teams was introduced at the Council in December 2020. The management information module attached to this has not allowed the average waiting time to be monitored, so it is not possible to measure this indicator. There are other Customer Services PIs in the suite of indicators monitored by the Committee that cover the quality of call answering, including the percentage of enquiries resolved at point of contact and monthly customer satisfaction scores. There has also been a series of “Deep Dive” analyses of customer contacts to improve customer service.

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<b>Sustainability – electric vehicle charging points</b>	<p>INDICATOR FOR AMENDMENT            Number of Electric Vehicle Charging Points per 100,000 population            REPLACE WITH            Number of electric vehicle charging points in Council car parks            ADDITIONAL INDICATOR            % uptime for electric vehicle charging points</p>	<p>The new electric vehicle charging points installation and maintenance contract has come into force. The current PI for the Number of Electric Vehicle Charging Points per 100,000 population covers all publicly available charge points, not just those provided by the Council. The amended PI will monitor the success of the new contract in delivering the Council’s planned installations.            It is important that the charge points provided are properly maintained and consistently available for customers. The new contract also covers maintenance of the charge points and includes a target to exceed 95% uptime, which is proposed as a new indicator to be monitored by the Committee.</p>
<b>Economic Development</b>	<p>INDICATOR FOR AMENDMENT            Micro business grants – funds awarded compared to total grant received            Change to            Business grants – funds awarded compared to total grant received.</p>	<p>The Micro Business Grants Scheme was not operating in 2021/22 and it is proposed to amend the indicator to measure the take up of all Business Grants. This will gauge how well the business grants criteria has been communicated to applicants and the operation of the Economic Development Service.</p>