

PERFORMANCE REPORTING AGAINST THE CORPORATE PLAN PERFORMANCE FRAMEWORK 2020-2021 - QUARTER 3

COMMENTS FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD

At a virtual meeting on 25 February 2021, the Overview and Scrutiny Management Board considered the report and unanimously agreed to support the recommendation to the Executive.

The following points were made:

- The Board was pleased to see so many key activities and performance measures continuing to be achieved despite the difficult circumstances due to Covid-19.
- Paragraph 1.4.6.4 – the go live date for the Business World system had been delayed due to the impact of Covid-19 on workloads and sickness levels, along with difficulties of testing in a virtual environment. In addition, there had been system implications due to the quality of the current data which was being rectified. Going forward, there would be system safeguards, training, clear guidance and instructions designed and implemented to ensure data was compliant in future. The revised live date had been selected taking this into account together with the avoidance of key service pressures, eg the Council's financial accounts.
- Paragraph 1.4.8.3 – Mixed experiences were reported by councillors with the FixMyStreet App. Concerns were raised about the status of reported highway defects being updated to completed when no work had been undertaken, which had resulted in complaints being received by some councillors, including from parish councils who had experienced issues with the system. The Chief Executive stated that she would request a fundamental review of the FixMyStreet App be undertaken to look at the responses and communications provided to the customer in relation to the current status of reported incidents.

This page is intentionally left blank