



Report to: Policy & Performance Improvement Committee Meeting, 28 November 2022
Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development
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Report Summary	
Report Title	Community Plan Performance for Quarter 2 22/23
Purpose of Report	To present the Quarter 2 Community Plan Performance Report (July - September 2022).
Recommendations	That the Policy & Performance Improvement Committee: (a) review the Community Plan Performance Report attached as Appendix 1 and the supplementary documents (Appendices 2-4) highlighting customer complaints; and (b) consider the Council's performance against its objectives highlighting any areas of high performance and identifying areas for improvement that can then be raised to cabinet for consideration.

1.0 Background

We continue to deliver an approach to performance that is used to drive improvement rather than being simply used as a counting device. We are doing this by analysing data and progress against key activities as well as building a picture of the context of performance using district statistics, customer feedback and workforce information.

2.0 Proposal/Options Considered

That Policy & Performance Improvement Committee review the Quarter 2 Community Plan Performance report (**Appendix 1**) and the supplementary documents highlighting customer complaints (**Appendices 2-4**).

3.0 Implications

None

Background Papers and Published Documents

None