



Report to: Cabinet Meeting - 20 December 2022

Portfolio Holder: Councillor David Lloyd, Strategy, Performance & Finance

Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development

Lead Officer: Ryan Ward, Transformation & Service Improvement Officer, Ext.5308

Report Summary	
Type of Report	Open Report, Non-Key Decision
Report Title	Community Plan Performance for Quarter 2 - 2022/23
Purpose of Report	To present the Quarter 2 Community Plan Performance Report (July - September 2022).
Recommendations	That Cabinet: (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.
Alternative Options Considered	Not applicable.
Reason for Recommendations	To enable the Cabinet to review the Quarter 2 Community Plan Performance report and the supplementary documents highlighting customer complaints.

1.0 Background

Performance management is a tool to drive improvement. This is done 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

Cabinet to review the Quarter 2 Community Plan Performance report (**Appendix 1**) and the supplementary documents highlighting customer complaints (**Appendices 2-4**).

3.0 Implications

- 3.1 In writing this report and in putting forward recommendations officers have considered the following implications; Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

None