

9. PERFORMANCE REPORTING

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services advising of the current levels of performance for Housing, Customer and Building Services indicators that were the responsibility of the Services for the Community Policy Development and Scrutiny Panel.

Performance of key service activities had been measured through the use of key performance indicators (KPIs), some of which were also specified performance indicators (SPIs).

The panel was informed that of the ten performance indicators, six were categorised as green and four as red. Information in the appendix to the report allowed the panel to measure current performance levels and showed actions being taken to address where current performance was below target.

It was recommended that the panel note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry was necessary.

Decision

To note the contents of the report.