

4. PERFORMANCE REPORT - QUARTERLY INDICATORS

The panel considered a report (copies of which had been circulated) by the Head of Social Policy reporting the current level of performance for the quarterly indicators up to quarter 1 of 2021-22 that supported the Corporate Plan and were the responsibility of Social Policy and reportable to the panel.

Members noted the detail within the report and it was queried if further information was available on the circumstances relating to the complaints. Clarification on the events leading to those particular cases would be circulated to members and officers undertook to include a breakdown of complaints in future reports to the panel.

It was recommended that the panel note the performance information and determine if further action or enquiry was necessary for any of the performance indicators in the report.

Decision

1. To note the contents of the report; and
2. To request that future reports to the panel include a further breakdown of complaints in order to provide context.