

Time began 12.00pm
Time ended 12.13pm

Neighbourhoods and Streetpride Cabinet Member Meeting 1 August 2013

Present: Councillor Banwait

01/13 Apologies

There were none.

02/13 Late Items

There were no late items.

03/13 Declarations of Interest

There were no declarations.

04/13 Performance Reporting – Quarter Four 2012/13

A report of the Chief Executive was considered which set out the quarter four performance results for the Council Scoreboard. This included a dashboard summary of performance and an improvement report for those measures forecast not to meet their year end target.

The Council scorecard which contained 63 priority measures was considered at Council Cabinet on 10 July 2013. The quarter four position for all relevant performance measures and departmental plan objectives were available on the DORIS performance system.

The Cabinet Member noted that the dashboard summary contained five measures within his portfolio area. The Strategic Director of Neighbourhoods updated the Cabinet Member on each of the relevant indicators.

The Strategic Director of Neighbourhoods informed the Cabinet Member that performance measure LPI 52D (Percentage of Neighbourhood complaints responded to within 10 days) was narrowly missed. This measure was for complaints only, when a customer was dis-satisfied with the service and did not cover service requests. It was noted that the performance measure results were for the whole Neighbourhoods directorate which is covered by four Cabinet Members. It was agreed that these should be separated out for each Cabinet member and updated statistics provided. The Strategic Director of Neighbourhoods reported that from April the process for complaints had changed and the performance team were now responsible for the reporting of complaints through the CRM Lagan system. It was noted there would be more detailed information available at the end of quarter one reporting.

Resolved to note the quarter four 2012/13 performance results.

MINUTES END