

APPENDIX 2

**Performance Scrutiny Committee – Place and Corporate
ACTION SHEET – 5 March 2018**

Ref	Agenda Item	Service Area / Performance Measure	Action	Responsibility	Outcome
1	Performance Update - Quarter 3	Finance	Members asked why had the direction of travel changed from Red to Green, while the actual figure remained at 89.30% from Quarter 2.	Head of Finance	<i>Scrutiny to email to Committee Members.</i>
2	Performance Update - Quarter 3	<i>CFH/006 Payment of Invoices within timescales %</i>	Members asked whether any departments not using the order authorisation (PO) system and what percentage of those invoiced, paid after a month would not have an order number.	Head of Finance	<i>Scrutiny to email to Committee Members.</i>
3	Performance Update - Quarter 3	People and Business Change	Members were advised that the Cabinet report and related appendices from March 2016 for the move to SRS would be emailed to them for context and background.	Head of People and Business Change	<i>Scrutiny to email to Committee Members.</i>
4	Performance Update - Quarter 3	<i>PBC/062 % ICT Helpdesk calls resolved at first point of contact</i>	Members requested comparable information on how SRS was performing within other Local Authorities in the Consortium.	Head of People and Business Change	<i>Scrutiny to email to Committee Members.</i>
5	Performance Update - Quarter 3	Law and Regulation	Members requested a breakdown of the number of the Council's social media followers. The officer agreed to provide a breakdown of how many people were using the Council website and followers on Facebook and Twitter.	Head of Law and Regulation	<i>Scrutiny to email to Committee Members.</i>

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6	Performance Update - Quarter 3	Law and Regulation <i>LR/L/002 Number of littering, dog fouling and smoking offences dealt with through enforcement action</i>	Members praised the achievement in enforcement for littering and fouling, and requested a breakdown of how many fines were issued. The Officer agreed to provide this to the Committee.	Head of Law and Regulation	<i>Scrutiny to email to Committee Members.</i>
7	Performance Update - Quarter 3	Streetscene and City Services <i>PAM/017 - Visits to Sport and Leisure Centres per 1000 population</i>	Members requested a breakdown of Exercise Referrals and the Officer agreed to provide these figures.	Head of Streetscene and City Services	<i>Scrutiny to email to Committee Members.</i>
8	Performance Update - Quarter 3		Members asked what was the explanation for this measure going from Green and above target at Quarter 2, to Amber and below target at Quarter 3 and why was the direction of travel indicator still showing as green.	Head of Streetscene and City Services	<i>Scrutiny to email to Committee Members.</i>
9	Performance Update - Quarter 3		Members requested that comment be made to Newport Live to congratulate them on the Everybody Campaign.	Head of Streetscene and City Services	<i>Scrutiny.</i>

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10	Performance Update - Quarter 3	Regeneration Investment and Housing <i>PAM/013 - % of empty properties brought back into use.</i>	Members queried the comment in performance indicator PAM/013 which stated “ <i>This target has been challenging for a number of years. Currently the strategic housing team are looking at a number of ways to improve this measure</i> ”, and asked what was being explored to improve performance relating to this measure, as the measure remained Red at Quarter 3. Members were advised that the department were currently looking at different plans before going to consultation so details were not available for the Committee at this time. Members requested the information be circulated to the Committee once available.	Head of Regeneration Investment and Housing	<i>Scrutiny to email to Committee Members.</i>
11	Performance Update - Quarter 3		List of empty houses and which Wards they are in	Head of Regeneration Investment and Housing	<i>Scrutiny to email to Committee Members.</i>
12	Forward Work Programme Update	Scrutiny	The Committee approved the work programme for the next two meetings on 9 April and 4 June 2018.	Scrutiny	<i>Work Programme updated.</i>