

Extract from the minutes of the Scrutiny Panel meeting of 22 February 2022

340. Corporate Key Performance Indicator [KPI] Targets for 2022-23

Richard Block, Assistant Director – Corporate and Improvement, introduced the proposed targets for 2022-23, which were due to go to Cabinet for consideration on 9 March 2022. Many were static, with some being returned to pre-pandemic levels. Following previous Scrutiny Panel feedback, a new KPI target had been proposed for homelessness. This was easier to understand than the previous target and could be benchmarked against other local authorities' performance. This was welcomed by the Panel.

The Panel discussed the target relating to 'Average time to re-let council homes' [K1H5] and the Assistant Director was asked if there was a way for this to be split to give a breakdown of re-let times for properties of different levels of dilapidation. The Assistant Director advised that this could be raised with Colchester Borough Homes and with Geoff Beales, Client Services Manager and that any KPI area could be added to the Panel's work programme for a more in-depth consideration in the future.

The Panel noted that the target for 'Residual household waste per household' [K1W1] was proposed to stay static. A member of the Panel suggested that the Council should challenge itself to find opportunities to reduce this. The Assistant Director explained that this was challenging, due to the increase in home working, which was likely to remain to some extent in 2022-23. The target for 'Household waste reused, recycled and composted' [K1W2] was recommended for returning to the pre-pandemic target of 55%, up from 53%. The Panel urged consideration of greater opportunities to promote home recycling options.

The Panel discussed the target for processing housing benefit claims and changes, and Local Council Tax claims and changes. The Assistant Director expanded upon the report to explain that performance here remained strong and well above target. The targets proposed gave a degree of 'slack' but still ensured that performance remained strong and would ensure that the Council continued to perform well in comparison to benchmark performance levels.

A Panel member noted that it would take some time before the effects of the pandemic worked through the system and before long-term changes to targets could be considered without the pandemic affecting them.

RECOMMENDED to CABINET that Cabinet campaigns and pushes to achieve a reduction in household waste produced and an increase in household recycling.