

**Overview and Scrutiny Committee
7 September 2022**

Council Plan Performance – Resident Services

Report of the Head of Legal and Governance

1 Purpose

- 1.1 To consider Resident Services Quarter 4 performance against Council Plan commitments.

2 Action required

- 2.1 The Committee is asked to use the information provided to inform questioning and identify any areas for future scrutiny.

3 Background information

- 3.1 Performance reporting to the Committee was paused whilst amendments were made to the previous Council Plan and the new Council Plan for 2021 – 2023 was developed.
- 3.2 Performance was previously reported by portfolio, but this will now be done by directorate and each directorate will come to Committee once per municipal year.
- 3.3 The first directorate to report on its performance is Resident Services and the relevant Portfolio Holders have been invited to attend with the Corporate Director and/or Directors to present the information to the Committee and answer queries.
- 3.4 An introductory report from the Corporate Policy and Performance Team, alongside the performance information for Resident Services is attached.

4 List of attached information

- 4.1 Introductory report from the Corporate Policy and Performance Team.
- 4.2 Resident Services performance information.

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None.

6 Published documents referred to in compiling this report

- 6.1 The Council Plan 2021-23.

7 Wards affected

7.1 All.

8 Contact information

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