

Appendix 1 – Item: Mayor’s Business Plan: Performance Report

Considered by Scrutiny & Overview Committee on 26 September 2023

| REC No. | SCRUTINY RECOMMENDATION | DEPARTMENT AND CABINET MEMBER RESPONDING | ACCEPTED / PARTIALLY ACCEPTED / ALREADY IN PROGRESS / REJECTED (inc. reasons for rejection) | IDENTIFIED OFFICER | ANY FINANCIAL IMPLICATIONS | TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (i.e. Action Plan) | DATE OF SCRUTINY MEETING TO REPORT BACK |
|--------------|--|--|---|--|----------------------------|--|---|
| SOC.14.23/24 | The Committee recommends more performance indicators to measure the vitality of the town centre be included, such as footfall, the number of empty units and business rates. | Mayor Jason Perry ACE | <p>Already in progress.</p> <p>As noted in Appendix A of the Scrutiny performance report additional KPIs are being considered at the Mayor’s request including:</p> <ul style="list-style-type: none"> – Footfall in Town Centre – Employment rate (% of 16-64 year olds in employment) – Annual percentage change in weekly earnings (£) for employed Croydon residents. – Percentage of 16-18 year olds completing study who go on to sustained education, apprenticeship or employment | Elaine Jackson - Assistant Chief Executive | N/A | Data collection from November, final agreed additional KPIs will feature in performance report presented to Cabinet in February 2024 (November data) | TBC |
| SOC.15.23/24 | Given the substantial transformation within the service, the Committee would recommend that additional performance indicators related to Housing are added to the Performance Report to monitor improvement for key areas, particularly void turnaround times. | Mayor Jason Perry ACE | <p>Already in Progress</p> <p>As noted in Appendix A of the Scrutiny performance report additional KPIs are being considered at the Mayor’s request including:</p> <ul style="list-style-type: none"> – Average contact centre wait time (Housing call centre only) – % of residents that ended the call before we spoke to them (Housing call centre only) – % of Responsive Repairs completed within target times <p>We will also add an additional measure on:</p> | Elaine Jackson - Assistant Chief Executive | N/A | Data collection from November, final agreed additional KPIs will feature in performance report presented to Cabinet in February 2024 (November data) | TBC |

| REC No. | SCRUTINY RECOMMENDATION | DEPARTMENT AND CABINET MEMBER RESPONDING | ACCEPTED / PARTIALLY ACCEPTED / ALREADY IN PROGRESS / REJECTED (inc. reasons for rejection) | IDENTIFIED OFFICER | ANY FINANCIAL IMPLICATIONS | TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (i.e. Action Plan) | DATE OF SCRUTINY MEETING TO REPORT BACK |
|--------------|--|--|---|--|----------------------------|--|---|
| | | | <ul style="list-style-type: none"> Average Void Re-let times taken (Days) | | | | |
| SOC.16.23/24 | Given the increasing demand upon services within the Adult Social Care directorate, the Committee would recommend the inclusion of performance indicators to track the waiting times for residents to access services with the highest demand. | <p>Mayor Jason Perry</p> <p>ACE</p> | <p>Accepted</p> <p>Currently under discussion with ASCH to agree measures which will best show 'services with highest demand' and to agree the methodology.</p> | Elaine Jackson - Assistant Chief Executive | N/A | Data collection from November, final agreed additional KPIs will feature in performance report presented to Cabinet in February 2024 (November data) | TBC |