

## **Member Update paper - Value Overview & Scrutiny Committee**

On 4 December 2012, Councillor Morgon requested the following items to be placed on the agenda. Updates concerning each item are shown below.

1. The statistics that are held on CRM for each service.

A statistic table with data is attached.

2. A step by step guide or flowchart on how the system is used from an enquiry being received until the task is completed.

The Committee has now received a presentation from the Head of Customer Services on a step by step guide that was specific to Streetcare Services.

3. The last 6 months statistics on StreetCare enquiries held on the system.

Agenda item 6 refers.

4. Can the Committee also have a list of all performance indicators that are now kept by the council, together with all statistical data that is provided to CMT for each service?

The attached corporate report (agenda item 7) is the only performance information produced for Members and senior management and contains a great deal of information that the Committee may wish to scrutinise.

Members may also wish to note that services may well look at other management data but this is at a very service specific level, that would not necessarily warrant targets being set against the data and is not co-ordinated corporately.

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