

## Select Committee Feedback Summary

This summary includes comments and questions from Members of the Communities, Resources, Neighbourhoods and Governance Select Committees. Please note that this summary omits duplicate comments or questions.

A simplified benefits map was developed following feedback from the Communities, Resources and Neighbourhoods Select Committees (Appendix 2c example 2). This revised example was presented to the Governance Select Committee.

### Proposed report format, including benefits maps

1. The A3 benefits map and original A4 benefits map are confusing, difficult to read and need to be simplified (Appendix 2b and Appendix 2c example 1).
2. Keep the A3 benefits map (Appendix 2b).
3. The revised A4 benefits map was preferred as it is easier to understand (Appendix 2c example 2).
4. Traffic light indicators make sense and are preferred.
5. Concerns were raised over the cost of colour printing, but it was noted that indicators are displayed with different symbols so they can be printed in black and white.
6. Suspicion of the term 'under control' to describe performance – is an indicator on target or not?
7. If an indicator was Amber or Red there should be comments to explain the reasons.
8. Each Select Committee should only scrutinise those indicators relevant to it.
9. Reports are too wordy, repetitive and state the obvious.
10. Detailed performance for all indicators should be reported, not just those at Amber or Red status.

### Draft Performance Indicator profiles

1. How accurate are the figures given, as they tend to be within two decimal places?
2. Some current indicators, like Council Tax collection rates, will continue to be collected as management information but not reported as Key Performance Indicators. Select Committees may request management information.
3. Performance Indicators need to include measures for customers and council performance.

### Other comments and questions

1. Aims and Objectives from the Corporate Plan are fairly abstract and therefore would be difficult to represent and measure.
2. Narrative descriptions of aims and objectives are given in the public Corporate Plan.
3. Training for Members on how to scrutiny performance reports may be beneficial.
4. In what context would the new indicator set be used?
5. How will projects with multiple dependencies be handled?