

**Performance Scrutiny Committee - People
ACTION SHEET – 9 July 2018**

	Agenda Item	Service Area	Action	Responsibility	Outcome
1	Performance Update – Year End 2017-18	General - Performance Update Report	The Committee requested that the previous two years' performance data be included in future performance reports to enable comparison and trend monitoring.	Scrutiny / Performance	<i>Actioned - the Committee's Work Programme includes a new way of reporting performance via Service Plan - Mid and Year End Reviews for each Service Area in its remit, commencing in Nov / Dec meetings. Two years' previous data can be provided at year end for performance measures that data has previously been reported.</i>
2	Performance Update – Year End 2017-18	Regeneration, Investment and Housing	PAM/016 (LCL/001b) Use of Public Library Services – The confirmed target figure for Amber Measure PAM/016 was requested.	Head of Regeneration Investment and Housing	<i>Actioned – Information requested emailed to Committee Members.</i>
3	Performance Update – Year End 2017-18	Regeneration, Investment and Housing	The updated position from Welsh Government upon Business rates assistance was requested.	Head of Regeneration Investment and Housing	<i>Actioned - Information requested emailed to Committee Members.</i>
4	Performance Update – Year End 2017-18	People and Business Change	PBC/062% ICT Helpdesk calls resolved at first point of contact – The latest monthly breakdown from SRS regarding system and equipment failures.	Head of People and Business Change	<i>Requested and awaiting response.</i>