

Cabinet Response to the recommendations of the Overview and Scrutiny Board – SWISCo Dashboard

Recommendation 1:

That the Cabinet be recommended to request SWISCo to implement a public dashboard similar to that published for the SWISCo Shareholder Panel, with an ambition to look forward as well as looking back, and for reporting feedback to acknowledge submission and provide feedback that the work has been completed.

Response:

Cabinet has supported SWISCo's sustained progress through its term and worked to ensure that it protects and enhances the experience of Torbay's built and natural environment for the benefit of our residents and visitors.

The Cabinet Member for Pride in Place is committed to strengthening the way residents, Members and the Council can understand the performance of SWISCo services. As part of this, the Cabinet Member will work with officers to further develop and refine the existing performance reporting, so it also provides a clear and effective public-facing performance dashboard for SWISCo services.

The dashboard will be designed to provide accessible, meaningful and regular information building on the performance information already reported through SWISCo's governance arrangements. The dashboard will have a clearer public focus, helping residents understand how services are performing across areas such as waste and recycling, highways, street scene, grounds maintenance, parks and environmental services.

Alongside this, the Cabinet Member will review, with officers and SWISCo, the customer service approach for SWISCo-delivered services. This will include looking at how residents are updated on progress and how feedback is provided when work has been completed.