

**SCRUTINY COMMISSION – 10th November 2025****MINUTE EXTRACT****ANNUAL DELIVERY REPORT AND PERFORMANCE
COMPENDIUM 2025**

The Commission considered a report of the Chief Executive the purpose of which was to present the draft Annual Delivery Report and Performance Compendium for 2025 which set out the Council's progress and performance over the past year and which would be presented to full Council on 3 December 2025. A copy of the report, marked Agenda Item 8 is filed with these minutes.

Arising from discussion, the following points were made:

- (i) Members welcomed the report as well as the Council's performance which remained strong despite its low funded position.
- (ii) Noting the fall in performance for park and ride journeys, it was questioned why this service did not appear to perform as well in Leicestershire as it did in other areas. It was suggested this was due to lower parking costs and improved bus services into the City. It was noted that the Council currently subsidised this service jointly with the City Council.
- (iii) Survey results regarding adult social care satisfaction and quality of life continued to be disappointing, the Council performing marginally lower than other comparative authorities. It was not entirely clear why this was the case as the survey did not allow for the collection of wider feedback. However, some of the issues raised in the CQC Inspection report relating to the complexity of navigating the health and social care system, finding information, waiting times, care staff turnover and tight criteria for access to some services were likely to be factors. It was noted that due to the Council's low funding position the threshold to access some of its services had had to be increased over previous years. Members noted that a new Improvement Plan was being progressed following the inspection and aimed to secure increased overall satisfaction levels.
- (iv) A Member questioned what performance data was available regarding the Council's Multi Agency Travellers Unit, in particular regarding the education of children from that community. The Chief Executive undertook to provide more information on this outside the meeting.

RESOLVED:

That the Annual Delivery Report and Performance Compendium for 2025 be noted and welcomed.