

The Resources, Performance and Development Overview and Scrutiny Committee met at the Shire Hall, Warwick on the 12 February 2009.

Present:

Members of the Committee:

Councillor David Booth (Chair of Committee)
“ George Atkinson
“ Les Caborn
“ Tom Cavanagh
“ Chris Davis
“ John Haynes
“ Raj Randev
“ Ian Smith
“ John Vereker

Other Councillors

Councillor Alan Cockburn, Cabinet Member for Resources
Councillor Peter Fowler, Cabinet Member for Partnerships and Localities
Councillor Heather Timms, Cabinet Member for Corporate Services

Officers:

Performance and Development Directorate

David Carter, Strategic Director of Performance and Development
Pete Keeley, Member Services
Paul Williams, Scrutiny Officer

Resources Directorate

Dave Clarke, Strategic Director of Resources
Oliver Winters, Head of Finance

1. General

(1) Apologies.

were received from Councillors John Appleton, Brian Moss and Dave Shilton.

(2) Members' Disclosures of Personal and Prejudicial Interests.

None.

(3) Minutes of the meeting held on the 13 January and Matters Arising.

It was agreed that the third paragraph of Minute 3 relating to Future Items, should be amended to read "With regard to action taken on previous decisions, all Members had been advised of the restrictions imposed on incoming e-mails".

It was then Resolved:

That the Minutes of the Resources, Performance and Development Overview and Scrutiny Committee's 13 January meeting be approved as amended and be signed by the Chair.

There were no matters arising.

2. Public Question Time (Standing Order 34)

There were no questions from members of the public.

3. Items for Future Meetings and Forward Plan Items Relevant to the Work of the Committee.

The Committee considered the report of the Strategic Director of Performance and Development.

The report detailed provisional items for future meetings of the Committee. It also detailed decisions to be taken by the Cabinet in the next six months which were relevant to the work of the Committee, as taken from the Forward Planning System.

Members noted that the report regarding progress with Customer Service and Access focusing on where problems have arisen, which had been scheduled for the 10 March meeting would now be submitted to the 27 July meeting.

4. Quarter 3 Directorate Report Cards 2008/09 (April – December 2008)

The Committee considered the reports relating to the performance of the Performance and Development and Resources Directorates' for Quarter 3 against the key performance indicators as set out in the Directorate Report Cards

(1) Resources Directorate

Following introductory comments from Dave Clarke, Strategic Director of Resources, Members discussed several aspects of the report. The following points were noted:

Although Members acknowledged the reasons for the current means of identifying individual performance, it was suggested that consideration should be given to an additional way of identifying those indicators achieving 100% of the target.

LI923 – the end of year target figure of 0.36 should be 0.036 which meant that the Quarter 3 Performance would not exceed the target.

LI922 – Consideration should be given to preparing a “basket” of items for monitoring that would give a better picture of ICT performance. This should include provision for the identification of days/hours lost and significant problems such as that which occurred with the network at King’s House, Bedworth which the Committee subsequently considered a report on.

Care would be needed with regard to the wording of a new target bearing in mind that there were often outside influences such as failure in the electricity supply.

LI924 – Future measurement should be based on numbers of properties and enable identification of larger offices such as the Shire Hall.

LI179 - LI901 – The Section 258 money referred to in the remedial action for this target was a reference to Section 278 money. Councillor Raj Randev would let Dave Clarke know of any cases where Section 106 monies were slow in coming to the council.

NI 179 can't understand DC explained efficiency savings 3% government, net calculation Since early 1990s had to make efficiency savings has to mention on tax leaflets.

Quarterly reports to cabinet on efficiency savings

Developers continue to struggle 278 not 258

£196 monies not coming in why

Debt not all s106 pct as well

RR r to let DC know of specific cases.

Maximize oif collection ate in process rather than earlier

12 months ago no problem but developers first to notice recession

Regular report made on debts

The Committee has been involved in scrutinizing many of the red triangle areas

Different involving arrangements with pCT has resulted in some delays within the payments of accounts.

Particxe being monitored and if required single invoices will have to be sent to the PCT.

Maximizing control of debts

905 next rate will be based on base rate

907 ICT Call Centre should say so

908 should be a s a %

913 SHeffield

Is university survey of our buildings includes comparison

Formula used to produce

914 catering and specialist technical services clean etc

25k a day lost of schools close

928 units – score out of 7

Each compliant s examine do see if it is justifiable

LI337F we are looking at

Appraisals

335f question on corporate staff survey

340f reflects attractiveness of job

More in accounts fees in ICT and property

Examining to see how to stop being male dominated long term issue
Recruitmenty parcatisce

933 training for cleaning staff ;ifting
Wcc doestrain but don't know figures for cleaningh
Reportable accidents details circulated at the meteing
Compensations paid by the council
Onlu liable if at fault
Noted that received accient detail receiving rreports on Red trianlgles.

(2) Performance and Development Directorate

LI800
Report on barriers to transfer for July meeting?
Cost neutral transfer
Hours ofoperation
So not a saving
School transport and meals school admission shoud be looked at all together
Larger libraries transfer not smaller
Customer complaints and feed and registration tooklonger than anticipated because of
the difficulties with the Northgate ystem.

LI300 disucsi0sn beingheld with the GOWM
29% not meeting
Target area 6
Child – wcc 82% on target or about
Old paapel Jt wcc/pct 50%
Env Rugby and Nuneaton 67%
Economi chamber of Commerce 50%
Safer Communities police 66%
Stronger Communitiesa Warwick 80%

The relevant Overview and Scrutiny Committee sadvised if not will do
PSB made aware
All to attention of relevant OSCs for thme to decide

PF LAA meetingng block leaders Q3 perofmance meteing to discuss
Trages agreed by full council
Set based on previous years ecxxernces

LAA targets to council in March to agree
Look at to see if could 802 progress with Stratford working to a June opening
We get regular report on this anyway
805 SDLT
Report to sdt on phase 2 for next Cabinet
Time scale 2009/10 to agree
10?11 to implement
Reports to Committee re implementation
808 how measured measure medium covered would have cost £4m
Traetae press office on core 4 priority
And on narrowing gap
80%
Positive 90% negative coverage 10%
Police authority media portrait is critical partnership issue with police to measure.

Joint working with LAA regular meetings of communications officers

1342 why 80% is realistic target dgc will review

322 what do we need to do to get to 4
Detail embargoed until 26 Feb
CPA info plus likely directions of travel
Lowest score cap
Member development and training some support services plus better working with health
Direction of travel performance over 3 years 2 best improving but slowed
Adult Social Care inspection 2
Support raising fear of crime

334e any
Similar to other directorates
Targets different in customer service and access – action to be taken examined
Team leadership
Will look at the whole in the next few weeks
In 6 months report if there been an improvement and action.
Explained not necessarily bad managers
Sickness absence firm action to improve attendance
Implications could cause dissatisfaction
Can review target some not in our control
Industry standard
LG 8 private 6.5
340e
818 appraisal is it a way of improving business yes
Areas concentrated on includes process issues
Long term illness manager
Customer centre lots of staff will put management plan into action
A lot of work is being done to improve satisfaction
Members should be involved in setting targets
How get involved through working group
Backbenchers and PHs
Dgc could bring issue to briefings could then explain reasoning behind targets
Possible workshop time constraints

How do other councils do it good practice
Take up looking at targets at briefings not all at same time
Lots of targets

9. Any Other Items

There were no urgent items to consider.

The Committee rose at 11.45.m.

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Chair of Committee