

Minutes of: **PERFORMANCE OVERVIEW AND SCRUTINY COMMITTEE**

Date of Meeting: 29 July 2008

PRESENT: Councillor Sandiford (Chair)
Councillors L. Barnes, Crawforth, Neal, Stansfield and Thorne
Bernard Divine, Co-opted Member

IN ATTENDANCE: Carolyn Wilkins, Chief Executive
Councillor Essex, Portfolio Holder, Finance and Resources
Linda Fisher, Executive Director - Business (Monitoring Officer)
Andrew Buckle, Head of Customer Services & ICT
Stephen Stray, Planning Unit Manager
Pat Couch, Scrutiny Support Officer
Emy Aceret, Committee Officer
Lynn Hurrell, Executive Director, Green Vale Homes
Julie Smith, Head of Operations, Green Vale Homes

ALSO PRESENT: 1 Member of the public

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor C Lamb.

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 19 June 2008 be approved and signed by the Chair as a correct record.

3. URGENT ITEMS

There were no urgent items for discussion.

4. DECLARATIONS OF INTEREST

Councillor Lynda Barnes declared a personal interest in Minute Number 9 (Capita Targets 2008/09) as she is a Board Member of Capita.

5. PUBLIC QUESTION TIME

No questions were raised under this item.

6. CHAIRS UPDATE

The Chair welcomed everyone to the meeting indicating that the Scrutiny Support Officer had circulated information from the NEAT Manager relating to visits to local schools to educate pupils on waste minimisation and recycling.

The Chair informed the Committee that the Grass Cutting Task and Finish Group was due to meet on 30th July.

Two response groups were to be established with one looking at congestion charges and one in relation to moving the Election Day from Thursday to the weekend. These would meet to produce a response on behalf of the Council in August

The Chair also informed the Committee that the Road Safety Task and Finish Group and the Public Convenience Task and Finish Group reports would be presented to the Cabinet meeting on 30th July for consideration.

7. NEW IT SYSTEM IN PLANNING

The Planning Unit Manager explained that the IT systems had been implemented in January and highlighted the following information.

The Planning On-line Service:

- The Council was the third in the country for the usage of online planning applications
- Better communication to the public so they can now apply on-line
- Able to offer a better customer experience; not many Local Authorities can offer on-line planning service
- Would be able to offer Members access to Planning Department correspondence, see applications and plans on-line a month before they go live on the Web and give feedback to their Constituencies
- offers online search by application number or location, instead of just downloading pdf files

The Head of Customer Services and ICT informed the Committee that Members could be provided with training on how to access the relevant information.

A number of questions were raised to which the Planning Unit Manager responded.

Resolved:

- 1) That the information be noted.
2. That the Head of Customer Services and ICT and the Planning Unit Manager be requested to provide training for Members to access planning information on -line.

8. UPDATE ON THE PERFORMANCE OF THE CORPORATE HEALTH INDICATORS

The Chief Executive provided the Committee with updates on the following Best Value Performance Indicators (BVPIs) for Corporate Health:

- BVPI 2a Equality Standard for Local Government
- BVPI 2b Duty to Promote Race Equality
- BVPI 11a Top 5% of Earners Women
- BVPI 11b 5% of Earners Ethnic Minorities
- BVPI 11c Top 5% of Earners Ethnic Minorities
- BVPI 12 Working Days Lost Due to Sickness

The Chief Executive explained that the Best Value Performance Indicators had been replaced by the National Performance Indicators and that the Council has identified some BVPIs to be retained as local performance indicators.

The Chief Executive explained the process the Council would go through to receive the Level 3 Equality Standard.

Resolved:

1. That the report in relation to the performance of the Corporate Health Indicators be noted.

9. GREEN VALE HOMES

The Executive Director and Operations Manager of Green Vale Home gave a presentation in relation to the progress of the 12 commitments made since the transfer of Council stock to Green Vale Homes.

The Executive Director informed the Committee that there were a number of areas where the partnership working could be progressed.

There was also an offer to attend a future meeting to provide information on Choice Based Letting.

Resolved:

The representatives from Green Vale Homes be thanked for their presentation.

9 CAPITA TARGETS 2008/09

The Head of Customer Services and ICT highlighted the performance measures which had been implemented within the Capita contract for the next 12 months. The emphasis was on making improvement to the quality of services to customers which would impact directly to the corporate priorities and associated corporate objective – *Delivering Quality Services to Customers (Customers, Improvement)*.

Resolved

- 1) That the contents of the report and the improvement in performance of these services be noted.
- 2) That the work of the Service Assurance Team in striving for continuous improvement be endorsed.

The meeting commenced at 6.30pm and closed at 9.10pm

Signed
(Chair)

Date