

**PERFORMANCE SCRUTINY PANEL
12TH DECEMBER 2017**

PRESENT: Councillors Fryer (Chair)
Councillors Brookes, Campsall, Draycott, Huddleston, and Rollings

Councillor Poland – Cabinet Lead Member for Equalities Member and Strategic Services (item 6)
Councillor Mercer – Cabinet Lead Member for Housing (item 10)

Strategic Director of Corporate Services
Head of Cleansing and Open Spaces
Head of Finance and Property Services
Head of Landlord Services
Head of Neighbourhood Services
Head of Strategic Support
Community Safety Manager
Property Manager
Team Leader Regeneration and Economic Development
Corporate Improvement and Policy Officer
Democratic Services Officer (NC)

APOLOGIES: Councillors Jones, Lowe (Vice-chair), Paling and Seaton

Councillor Harper-Davies - Lead Member for Performance of Major Contracts (Item 6)

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. She also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

30. MINUTES

The minutes of the meeting of the Panel held on 10th October 2017 were confirmed as a correct record and signed.

31. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS

Councillor Fryer disclosed a personal interest in items on the agenda which considered matters relating to her previous role as Cabinet Lead Member for Cleansing and Open Spaces. She stated that she would not ask questions or ask for clarification on these matters.

32. DECLARATIONS – THE PARTY WHIP

No declarations of the existence of the Party Whip were made.

33. QUESTIONS UNDER OTHER COMMITTEE PROCEDURES 11.17

No questions had been submitted.

34. 2017-2018 QUARTER 2 PERFORMANCE MONITORING REPORT

A report of the Head of Strategic Support providing performance information for the second quarter of 2017 - 2018, in respect of the Corporate Plan objectives and key performance indicators was submitted (item 6 on the agenda filed with these minutes).

The Corporate Improvement and Policy Officer attended to assist the Panel with the consideration of the item.

At the invitation of the Panel, the Strategic Director of Corporate Services, the Head of Cleansing and Open Spaces, the Head of Finance and Property Services, the Head of Landlord Services, the Head of Neighbourhood Services, the Community Safety Manager, the Property Manager and the Team Leader, Regeneration and Economic Development attended the meeting to assist with consideration of the item.

At the invitation of the Panel, the Cabinet Lead Member for Housing and the Cabinet Lead Member for Equalities, Member and Strategic Services attended to assist the Panel with the consideration of the item.

Red Performance Indicators considered

In respect of SLE4 – PR (work with local stakeholder groups to consider opportunities to address underused sites and improve the public realm in Loughborough town centre) in addition to the information provided within the report and in response to issues raised by the Panel, the Team Leader, Regeneration and Economic Development stated that the project had been delayed due to the General Election and the Shelthorpe By-election. Additionally the questionnaire had been designed to obtain feedback under 13 headings but as the responses obtained did not necessarily match the headings they required classifying into these categories. This had now been completed and councillors were invited to a Briefing scheduled in January 2018 to share the consultation outcomes. It was anticipated that the final project report would be submitted to the Cabinet by March or April 2018.

In respect of Indicator DES3 - CIS(2) (Pilot new telephony technology to investigate the potential for home working amongst Contact Centre teams) in addition to the information provided within the report and in response to issues raised by the Panel, the Strategic Director of Corporate Services and the Lead Member for Equalities Member and Strategic Services stated that the delay to the installation of the telephony system had delayed the initiation of the pilot scheme but this would commence by Quarter 4.

In respect of DES3 – HOU (improve standards for customers seeking housing and homeless advice) in response to issues raised by the Panel, the Corporate

Improvement and Policy Officer explained that although this indicator was classified in the report as 'not started', it was scheduled to begin in Quarter 3, and related to the achievement of the Bronze Award in standards concerning homelessness. The review would not necessarily consider the potential impact of the introduction of Universal Credit on increasing homelessness.

In respect of Indicator KI4 (percentage of household waste sent for reuse, recycling and composting) in addition to the information provided within the report and in response to issues raised by the Panel, the Head of Cleansing and Open Spaces stated that:

- although the figure was predicted, it was not expected to significantly differ once the data were obtained from the disposal points. The data was obtained over a rolling 12 month period to take into account seasonal variations and there was a time delay between the waste being collected and the performance data being provided.
- the target of 50% was challenging and a national target for the UK to achieve by 2020. Several measures were in place to try and meet the target of 50%, including the introduction of smaller residual waste bins, providing residents with increased capacity for recyclate waste disposal, delivering promotional material about correct recycling and increasing the uptake for garden waste disposal.
- it was difficult to determine contamination by individual vehicle or street. The levels of contamination were assessed once every quarter by taking samples from the recycling plant. The number of waste bins that had not been emptied on streets due to contaminated recycling would be monitored.

In respect of Indicator KI12 (significant reduction in crime), in addition to the information provided within the report and in response to issues raised by the Panel, the Head of Neighbourhood Services and the Community Safety Manager stated the following:

- although all categories of crime were showing an increase of 11.6%, there had been a reduction in All Burglary, Shoplifting and Cycle Theft crime figures.
- theft from vehicles and of vehicles was the biggest threat for the Partnership, but Operation Pioneer was in progress aimed at reducing vehicle crime and improving community safety.
- half of the increase in crime figures related to violent crime without injury. There was a 23% increase across the County but Charnwood Borough was showing the lowest increase despite having large areas of deprivation and high numbers of prolific reoffenders.
- more ethical recording by the Police had increased the number of crimes being logged. However this made it difficult to determine if more crime was being committed or more crime being reported.
- the beats reporting more crime in Quarter 2 were different to the areas reporting crime in Quarter 1. Areas were being identified through the joint action group structure and officers were responding to identified crime hotspots.

In respect of Business Plan Indicator BP2 (percentage occupancy rate of industrial units), the Property Manager stated that the drop in percentage occupancy of the Oak Business Centre was due to tenants moving out of several units. Although this was encouraging growth of businesses it had impacted the achievement of this target. Three new tenants were anticipated to move in during the next month. The units were maintained to a good standard, were competitive with the open market and provided a 'front of house' service which was attractive to many businesses.

In respect of Indicator (NI 191 Residual household waste per household) complaints and sickness absence, the information was noted.

The Chair noted that the information in the 'Progress' column for the amber indicator SLE3 – RS(2) (replace existing lights within Beehive Lane Car Park with LED lighting), was confusing as the figures were provided in both percentages and as numerical data.

RESOLVED

1. that the performance results, associated commentary and the explanations provided be noted;
2. that the Panel be provided with further information by the Head of Strategic and Private Sector Housing in relation to Indicator DE3 – HOU (improve standards for customers seeking housing and homeless advice) regarding the potential impact of the introduction of Universal Credit for residents who may suffer homelessness due to a delay in receiving benefits.
3. that the Head of Cleansing and Open Spaces be asked to provide Ward Councillors with information concerning whether certain streets in their ward had issues with contamination of collected recycled materials.
4. that the Head of Regulatory Services be asked to provide clarification of the data in relation to Indicator SLE3 – RS(2) (replace existing lights within Beehive Lane Car Park with LED lighting) and that the next Performance Monitoring report submitted to the Panel included this clarification in the 'Progress' column.

Reasons

1. To record the information contained in the 2017-18 Quarter 2 Performance Monitoring Information report.
2. To provide Members of the Panel with further clarification regarding the potential impact of the introduction of Universal Credit and what further support was being provided to the Council with regard to this benefit.

3. Members wished to understand how they could support the Council in achieving the target of 50% for Indicator KI4 (percentage of household waste sent for reuse, recycling and composting).
4. To enable the Panel to measure success effectively for this indicator in relation to the Council's performance.

35. ONLINE CUSTOMER EXPERIENCE

A report by the Strategic Director of Corporate Services providing an update in respect of the On-line Customer Experience project was submitted (item 7 on the agenda filed with these minutes).

The Strategic Director of Corporate Services attended to assist the Panel with the consideration of the item.

In addition to the information contained within the report, and in response to issues raised by the Panel, the Strategic Director of Corporate Services stated that it was hoped to deliver 80% of Council services on-line by 2020. However, further work was required to identify the higher volume services like planning enquiries and bulky waste collection to measure its impact on the 80% target. Data would be collected in relation to the number of online journeys abandoned half way through and the number of telephone calls prior to and after the introduction of each on-line journey to measure the project's success.

RESOLVED

1. that the information contained in the report of the Strategic Director of Corporate Services be noted;
2. that an update report be provided to the Panel in six months.

Reasons

1. The Panel was satisfied with the information provided.
2. To ensure continuous monitoring of the progress of the On-line Customer Experience project.

36. GENERAL FUND AND HRA REVENUE MONITORING REPORT

A report of the Head of Finance and Property Services was submitted (item 9 on the agenda filed with these minutes).

The Head of Finance and Property Services attended to assist the Panel with the consideration of the item.

In response to issues raised by the Panel, the Head of Finance and Property Services and the Head of Landlord Services stated that:

- the underspend by the end of the financial year had been projected by Heads of Service and it was projected to be higher than the actual underspend at Period 6. Where there was in-year underspending this was due to planned expenditure not yet being spent within the financial year and efficiency savings would not be expected to be made on these items. There were opportunities for carry forward requests if programmes were not completed within the financial year.
- it was a concern that the number of tenants in receipt of Universal Credit and the number of tenants whose benefits had been capped had increased, but the Council had increased the number of financial inclusion officers from 0.5 to 2 employees (1.5 full time employees), in order to support tenants in claiming benefits and maintaining their tenancies, and were preparing tenants as much as possible for the introduction of Universal Credit. There was an action plan in place.
- the overspend on contractors for responsive repairs was due to the work being carried out by specialist contractors which could not be completed by the in-house team. As Void properties could require a varying degree of work to bring them back into use and this could not be predicted, it was sometimes necessary to outsource the work, which resulted in an overspend in this area.
- it was desirable to complete the repairs in-house but as there were peaks and troughs in terms of the number of Void properties being returned to the Council it was helpful to use sub-contractors to ensure the properties were returned into use promptly.

RESOLVED

1. that the Head of Landlord Services, in consultation with Head of Customer Experience, distribute the Action Plan to all councillors in relation to the introduction of Universal Credit.
2. that the information contained in the report of the Head of Finance and Property Services be noted.

Reasons

1. Members wished to understand how the Council were supporting the residents of the borough during the introduction of Universal Credit.
2. The Panel was satisfied with the information provided.

37. CAPITAL PLAN AMENDMENT REPORT

A report of the Head of Finance and Property Services detailing Capital Plan Amendments was submitted (item 8 on the agenda filed with these minutes).

The Head of Finance and Property Services attended to assist the Panel with the consideration of the item. In response to issues raised by the Panel, the Head of Finance and Property Services and the Head of Strategic Support noted that this

report was submitted on a regular basis to the Panel for Members to monitor slippages of projects. The Green Spaces Programme was currently experiencing £100K slippage to allow for partnership working with Loughborough University.

Members of the Panel raised concerns about the need for the Panel to consider the Capital Plan Amendment report as the Cabinet would be considering this item two days after this meeting. It was noted that the Overview Scrutiny Group could request to scrutinise this report as part of its pre-decision scrutiny of Cabinet reports.

RESOLVED

1. that the information contained in the report of the Head of Finance and Property Services be noted;
2. that it **be recommended to the Scrutiny Management Board** that the Capital Plan Amendment report be removed from the Panel's Work programme.

Reasons

1. The Panel was satisfied with the information provided.
2. The Panel felt that its scrutiny of the Capital Plan Amendment report did not add value as the report was usually considered by the Cabinet very shortly after it had been considered by the Panel and that any discussion or recommendations could not be submitted to the Cabinet to support its decision making. In addition other Committees, in particular the Overview Scrutiny Group, could choose to scrutinise this report if they wished to do so.

38. UPDATE REPORT – HOUSING REPAIRS COMPLAINTS

A report of the Head of Landlord Services was submitted (item 10 on the agenda filed with these minutes).

The Head of Landlord Services and the Cabinet Lead Member for Housing attended to assist the Panel with the consideration of the item.

In addition to the information contained within the report, and in response to issues raised by the Panel, the Head of Landlord Services and the Cabinet Lead Member for Housing stated that:

- the slight increase in the number of complaints was not concerning and the number of complaints being upheld at stage 1 had declined.
- the summary in the report for upheld or partially upheld stage 1 and 2 complaints showed the reasons for complaints. There was one theme which did occur for Stage 0 complaints regarding items being left in gardens at Void properties after work had been completed. A new contractor had recently been employed and this was being monitored.

- It was possible to determine broadly by considering the services provided whether the number of complaints concerned the in-house team or external contractors.

RESOLVED

1. that the information contained in the report of the Head of Landlord Services be noted;
2. that an update report be submitted to the Panel in six months.

Reasons

1. The Panel was satisfied with the information provided.
2. The Panel wished to continue to monitor the number of complaints received by the Housing Repairs team.

39. FUTURE OPERATION OF THE PERFORMANCE SCRUTINY PANEL

A report of the Head of Strategic Support was submitted (item 11 on the agenda filed with these minutes).

The Chair of the Panel stated that she had spoken to the Leader and the Head of Strategic Support to determine the best approach to the options suggested and wished to make two recommendations as indicated in the report but that the Panel could re-consider these suggestions in future. The Head of Strategic Support noted that a review of scrutiny processes had been commissioned with the Centre for Public Scrutiny and it was anticipated that the outcome would be available for the consideration of councillors in March 2018.

In response, Members of the Panel raised the following points:

- the recommendations appeared to be the most appropriate of the options considered for the Panel to achieve.
- although it was current practice to consider key performance indicators by exception it was within the Panel's discretion as to whether they considered green and amber indicators.
- when the report was submitted for the Panel's consideration the red indicators were often no longer red due to the time delay in the submission of the report.

RESOLVED

1. that the quarterly Performance Monitoring reports be submitted to the Panel for its consideration within eight weeks after the end of each quarter, starting from the next Council year;
2. that it **be recommended to the Scrutiny Management Board** to agree that the Panel consider and monitor the performance of major policies

approximately half way through the periods they relate to, and raise any issues or concerns with the Board as required.

3. that if recommendation 2 is agreed by the Scrutiny Management Board, a list of policies and strategies with details of their review periods would be submitted for the Panel's consideration as part of the Work Programme item at the next appropriately scheduled meeting.

Reasons

- 1 & 2. The Panel wished to consider ways in which it could improve its scrutiny of the performance of the Council and fulfil its functions.
3. to enable the Panel to schedule the mid-term reviews of major policies it wished to scrutinise as part of its work programme.

40. WORK PROGRAMME

A report of the Head of Strategic Support was submitted to enable the Panel to consider its work programme and to propose to the Scrutiny Management Board any additions, deletions and amendments as appropriate (item 12 on the agenda filed with these minutes).

The Head of Strategic Support assisted the Panel with the consideration of this item. He noted that the Scrutiny Management Board had requested that the Panel scheduled the scrutiny of further progress against the actions in the Housing Strategy and also to consider rescheduling its meeting to be held on 10th April 2018 to enable the recently appointed Vice-chair to attend.

RESOLVED

1. that the meeting of the Panel currently scheduled for 10th April 2018 be re-scheduled to 16th April 2018;
2. that the scrutiny of progress against the actions in the Housing Strategy be scheduled for consideration by the Panel at its meeting scheduled for 16th April 2018;
3. to note the current position with the Panel's Work Programme.

Reasons

1. To enable the Vice-chair to attend the meeting.
2. to schedule the monitoring of the Housing Strategy's progress made against actions as requested by the Scrutiny Management Board in a timely manner.
3. To make the Panel aware of the current position with its Work Programme.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 22nd January 2018 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of the minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Panel.