

Overview and Scrutiny

1. This report summarises the business considered at the meeting of the Overview and Scrutiny Committee Performance Panel held on 27 July 2022, and an update on the Task Group Review of Select Move.

Performance Focus: Customer and Digital

2. We welcomed Executive Member for Customer, Streetscene and Environment, Councillor Adrian Lowe to present the Performance Focus: Customer and Digital Report which provides an overall summary of the Directorate, its budget position, key performance measures and an update on the corporate strategies relevant to the directorate.
3. We were updated that the directorate covers Neighbourhoods, Streetscene and Waste Services, and the shared services of ICT and Customer Services.
4. Three quarters of the corporate service level performance measures are performing at or above target at the end of quarter four.
5. Five of the eight business plan projects have been completed. Three are amber, due to the challenges facing by ICT and customer services with the transition into shared services and the number of vacant positions.
6. High performing teams had their targets increase, which include street cleaning and ground maintenance.
7. Work is underway to rectify ongoing issues with customer services and the contact centre.
8. We heard that Covid-19 did not result in a decrease of staff posts, however, recruitment has been difficult. Customer Services also resolve additional requests as on behalf of central government such as the £150 Council Tax rebate. Residents are encouraged to complete the application online, but many followed up over the phone resulting in significantly more calls. So far, 90% of eligible residents received the rebate.
9. 12 apprenticeships have been created and recruitment is ongoing.
10. Financially, the directorate has a balanced budget.
11. The grey bin subscription service increased from £30 to £32.50 a year for 2022/23, with income at £812k for the year. The subscription income contributes towards the one-million-pound budget gap created by County Council. The income has avoided the need to make cuts to services.
12. Consideration to expand the implementation of the AV equipment in the Town Hall to include Committee Room 1 is underway.
13. 98% of grass cutting was completed on time for both May and June 2022, and litter bin collection is 98% for May and 99% for June 2022.
14. We noted the report.

Quarter Four Performance Monitoring Report 2021/22

15. We welcomed Howard Anthony, Interim Service Lead Performance and Partnerships to present the Quarter Four Performance Monitoring Report 2021/22.
16. Performance is considered to be good with 71% of corporate strategy projects green, with 67% of projects outside the corporate strategy green.
17. An update is to be provided to detail the off-target indicators in the Quarter 1 Report to Cabinet in September.
18. The Tatton Project is amber and further updates to the project will be in the Quarter 1 Report in addition to an Exception Report that will confirm the timescales to put the projects back on track.
19. We were informed that Tatton will factor into the targeted 100 affordable homes figure upon completion.
20. The employment figure is down, Covid-19 changed the circumstance of many which led to an increase in workers withdrawing from the employment market. Updated unemployment figures to be released in August 2022 and will feature in the Quarter 1 Report.
21. Both the annual business rates received, and Strawberry Fields improved performance from the previous year.
22. We expressed concern with the number of vacant shops in the town centre, however, the work refurbishing the market cabins is complete and formal offers have received. There is also interest in the return of pop up units to utilise the empty space.
23. We noted the update.

Task Group Update

24. The Task Group met four times since the last update. 25 July 2022, 17 August 2022, 18 August 2022 and 8 September 2022.
25. The Task Group engaged with Andy Gale, consultant working on updating the Select Move Allocations Policy. The results of the survey were presented by Jon-James Martin – Performance and Transformation Officer. Lisa McCormick explained her role as Select Move Coordinator. Sir Lindsay Hoyle shared his experience with Select Move with the Task Group and the Draft Final Report was shared with Members.
26. The updated Final Report will be presented to the Overview and Scrutiny Committee 6 October 2022, and Executive Cabinet 20 October 2022.

Recommendations

27. To note the report.

Councillor John Walker
Chair of the Overview and Scrutiny Committee

MP