

Overview and Scrutiny Performance Panel

Monday, 17 December 2012

Present: Councillor Steve Holgate (Chair) and Julia Berry, Graham Dunn, Hasina Khan and Kim Snape

Also in attendance

Officers: Jamie Dixon (Head of Streetscene & Leisure Contracts), Chris Sinnott (Head of Policy and Communications), Victoria Willett (Partnership Officer) and Dianne Scambler (Democratic and Member Services Officer)

12.OSP.14 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Roy Lees and Terry Brown (Executive Member for Places)

12.OSP.15 MINUTES

a) Confirmation

That the minutes of the Overview and Scrutiny Performance Panel meeting held on 17 September 2012 be held as a correct record for signing by the Chair.

b) Matters arising from the minutes

10.OSP.10 – Business Plan Monitoring Statement – Partnerships, Planning and Policy

Further information had been requested on the Supporting People model as Members felt that it was difficult to hold Lancashire County Council to account when not in possession of the full facts.

Members felt it would be useful if a report was provided that gave the authorities position in relation to the work that they were involved in on this issue, including the Councils policy in relation to people who present themselves to the Council without recourse to public funds. This information would provide a base from which to scrutinise more effectively going forward.

RESOLVED – That the Head of Housing Services present a report to a future meeting of the Panel on the work of the authority on the supporting people agenda.

12.OSP.13 – Transformation Directorate - Business Plan Monitoring

The Customer Satisfaction results were circulated at the meeting and were discussed more fully further down the agenda.

Although the requested update ICT Plan was provided and circulated at the meeting, the Panel felt that the information contained within warranted further

scrutiny and asked if it could be brought back as an update report to the next meeting.

RESOLVED – That an update be provided on the progress made against the projects in the ICT Plan for the next meeting of the Panel.

12.OSP.16 DECLARATIONS OF ANY INTERESTS

No declarations of interest were received.

12.OSP.17 CHORLEY PARTNERSHIP PERFORMANCE MONITORING - SECOND QUARTER 2012/13

The Group received a report of the Chief Executive setting out performance against the Chorley Partnership delivery plan and key performance indicators for the second quarter of 2012/13, 1 July to 30 September 2012.

The performance of the key projects/priorities in the delivery of the Chorley Partnership plan was good with 74% rated either green or completed. The performance of the key projects remained excellent, with all four projects currently rated 'green'.

Latest figures available for alcohol related admissions showed a year to date reduction of 11% at quarter four 2011/12 compared to quarter four in 2010/11. However Members asked if more detailed breakdown could be provided on the different categories that were reported against and how our figures compared against other authorities within Lancashire.

Crime had increased by 6.7% in quarters one and two compared to the same period last year, there had been a significant decrease in anti-social behaviour, and domestic abuse detections were performing above target.

Members were informed that several factors had contributed to the recent spike in crime that included:

- a higher level of detection rates in recent months
- changes to the sentencing practice by the courts earlier in the year which had led to alleged offenders being released with bail conditions instead of being remanded
- a delay in the delivery of the integrated management framework
- an increase in opportunistic crimes

A number of actions had been put into place to improve on the increased figures; however the Panel were concerned that the reasons given did not give sufficient detail and asked how this could be achieved.

It was explained that it was the responsibility of Overview and Scrutiny Committee to scrutinise crime and disorder related matters and that a designated meeting had been arranged for January. The Chair requested that along with the issues already highlighted in the work programme, the Committee scrutinise the increased crime figures and asked that the relevant partners be invited to attend the meeting.

The Panel also thought that monitoring reports should be provided to the Overview and Scrutiny Committee on any crime and disorder reviews undertaken in the past where specific issues had been identified and asked if an update report on the funding of the Independent Domestic Violence Advocacy (IDVA) service could be brought to a future meeting.

RESOLVED

- 1. That the report be noted.**
- 2. That a breakdown of the categories that are reported upon under the Alcohol Related Admissions be provided at future meetings.**
- 3. That an explanation be provided within future Chorley Partnership report on crime related information figures.**
- 4. That the Overview and Scrutiny Committee be asked to review the increase in the crime figures and the role of the Police and Community Support Officers at its meeting in January.**
- 5. That an update report be provided to the Overview and Scrutiny Committee on the funding of the IDVA service.**

12.OSP.18 CHORLEY COUNCIL PARTNERSHIP PERFORMANCE MONITORING - SECOND QUARTER 2012/13

The Chief Executive submitted a report setting our performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2012/13, 1 July to 30 September 2012.

Overall performance remained excellent, with the majority of projects on track or completed. Only two projects were rated 'amber' and an explanation of the reasons and action being taken to bring them back on track was provided:

- Explore the development of a service package of accommodation for 16/17 year olds
- Implementation of a framework for strategic partners

Following the refresh of the Corporate Strategy, the report provided the Panel with an update on all projects which had not yet been completed and identified those that would be managed through service improvement going forward. It was also explained that one project, the implementation of the customer services migration plan had been carried over into the new strategy.

Performance on the Corporate Strategy measures and key service delivery indicators remained good with 67% of the measures and 80% of the key performance indicators performing above target or within the 5% tolerance.

The Council's new website had been launched and had received good feedback. The website will increase self-service functionality and encourage customers' to transact with the Council online. The new my account facility was still in the process of being developed to ensure that the product was not only fit for purpose for Chorley residents, but was a secure platform for the Council. Members thought that this was a fantastic application for residents and asked to be kept informed on the progress of its implementation.

The implementation of a framework for strategic partnerships had been delayed due to dependencies on other projects such as the Transactional Services Review that incorporated the new working arrangements for the Revenue and Benefits Service.

The development of an action plan to tackle social isolation in the borough had now been completed and was now available on the Council's website.

Only four key service and delivery measures were performing below target:

- Percentage of 16-18 year olds who are not in education, employment or training (NEET)
- Percentage of new businesses established; and
- Percentage of customers satisfied with the way they were treated by the Council
- Processing of planning applications as measured against targets for 'minor'

In each case an action plan had been developed to outline what action needed to be taken to improve performance.

The Panel were informed that the percentage of 16-18 years olds not in NEETS had improved and as at 31 October 2012 the NEET figure was 5.2% young people against a Lancashire target of 6.2% and a Chorley target of 5.1%. College enrolment figures were now residency based which helps Chorley who has no 16-19 provision within the borough.

The new Customer Satisfaction survey had not been particularly well answered in terms of quantity but the Council had been able to act upon the information received. One of the main areas for concern had been officers not getting back to people on more detailed service issues and steps have been taken to address this.

Members felt that some elements of the Customer Care Policy needed updating and the Head of Policy and Communications promised to look into this matter.

RESOLVED

- 1. That the report be noted.**
- 2. That the Head of Policy and Communications assess what changes need to be made to the Customer Services Policy.**

12.OSP.19 SCRUTINY FOCUS -STREETSCENE MODERNISATION

The Panel received a report that provided some contextual information and initial questions to help Members understand the performance of streetscene and it was reported that performance against the key indicators for the service was excellent compared to the targets set, with all being achieved.

The service had recently undertaken a modernisation project over the last year, to review working practices and ensure they were fit for purpose. A strategy had been developed and the Panel were provided with an action plan that provided details on the development action taking place within the service. Under four main headings:

- Leadership Development
- Modern Working Arrangements
- Service Delivery and Support Services
- Business Development Opportunities

The Head of Streetscene attended the meeting and explained that the service were currently undertaking a benchmarking exercise that would provide them with appropriate data from which to develop a set of relevant performance indicators to help further develop the service. Members asked if a performance indicator could be implemented on grass cutting.

A customer satisfaction survey was now undertaken each month and against a sample of customers who had been in contact with the service the previous month resulting in a more meaningful feedback that could be used to improve services and better manage staff by improving training methods or making appropriate changes to maintenance schedules.

A new structure had been implemented that brought all the different teams together under one overarching Manager and two team leaders. The result has been that the service now has as a multi skilled pool of staff that can better respond to the needs of the service. Staff are more engaged in the work of the service are actively encouraged to suggest any improvements for service delivery.

The restructure of the services had generated £58,000 of savings in 2012/13, with a further £154,000 identified for 2013/14. These had been identified as part of the

corporate savings programme for the Council, although there would be budget investment proposals for the service and the service had increased its income generating possibilities.

The service was also working more closely with the Customer Services Team to ensure that staff in Contact Chorley were adequately trained and informed on how to deal with the different services within streetscene to ensure better customer satisfaction.

The Council had invested in 300 (25% of total stock) new bins across the borough in 2012/13. The new bins had an increased capacity (20%) for the same price and can also accept dog waste. The Clean-up Chorley campaign that included the Dirty Dog Campaign had been well received with more skip days and increased patrols planned for the New Year and the service had also rolled out a bus shelter improvement programme across the borough.

Members asked when the new bus timetable information would be displayed at the bus stops. Initial contact with the bus companies had led the Council to believe that the timetables would be being displayed again but as they had not yet materialised, further endeavours would be made.

The Chair on behalf of the Panel thanked the Head of Streetscene for attending the meeting. The Chair also commented that he had been disappointed that Executive Member for Places had been unable to attend the meeting and asked that the Cabinet be asked to consider sending a substitute upon such occasions.

RESOLVED

- 1. That the report be noted.**
- 2. That grass cutting be a performance indicator for streetscene services.**
- 3. That the Director of People and Places find out when the bus timetable will be displayed at bus stops across the borough.**
- 4. That the Executive Cabinet considers sending substitutes to Panel meetings when the relevant portfolio holder is unable to attend.**

Chair