

## PERFORMANCE REVIEW SCRUTINY COMMITTEE

**Monday, 2 July 2012**

Councillor P A Hughes (Chair)

Councillors:	M Weisz (Vice Chair)	M Glover
	S Ainley	M Lawrence
	B Andrews	M Paling
	S Barnes	S J Tomlinson(a)
	G V Clarke	J Truscott

Officers in attendance: S Bray, C Mckenzie, J Ansell

**1. APOLOGIES FOR ABSENCE WERE RECEIVED FROM:**

Apologies for absence were received from Councillor Tomlinson.

**2. TO APPROVE AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 12 MARCH 2012.**

**RESOLVED:**

That the minutes of the above meeting, having been circulated, be approved as a correct record and signed by the Chair

**3. DECLARATIONS OF INTEREST (including whipping declarations)**

None

**4. COVALENT PERFORMANCE MONITORING REPORT QUARTER 4 2011/12**

The Head of Strategy and Performance provided Members with the Quarter 4 Performance Information. The Action and Indicator Performance reports analysed by portfolio were reviewed, and an Outcomes report was presented.

Key points:

A total of 9 targets had been amended, eight of which represented a stretching / improvement of the original target set.

Caroline Mckenzie, Service Manager, Waste Services, presented an overview of services and rationale of target NI 191: Residual household waste per household in Kg.

Key points:

The final outcome figure for year - end had been incorrectly reported – the correct final figure was 527. The department had implemented an improved database recording system.

In setting the target figure for 2011/12, the previous year's outcome figure had been taken and reduced by 5%

Weights had reduced by 19 kilos since the cessation of the summer bin collection.

The department had introduced small electrical recycling banks and were currently looking into the viability of street collections, as well as battery recycling, furniture re – use and joint dog waste/litter bins.

Improved signposting would shortly be available on the Council's website to the various recycling services available around the Borough.

Members were informed that the Council currently ranks 214 out of 360 nationally, 31 out of 47 regionally and 4 out of 8 amongst Nottinghamshire Districts.

Of 230 reported incidents of fly tipping, 205 had been cleared in 2011/12.

At the request of Members, CM agreed to circulate statistics on black bin weightings by area.

Members also requested percentage information on the number of successful fly tipping prosecutions.

**RESOLVED:**

- 1) To thank the Service Manager, Waste Services for her presentation.
- 2) To make the following requests for clarification from Corporate Directors/Officers as appropriate:

**Matters arising from responses requested to Q4 performance reports:**

- i) **LI078: Percentage of phone calls and emails to customer services that could have been avoided**

The Service Manager, Customer Services and I.T. to provide an explanation of what is classified in this category.

- ii) **Compliments and Complaints**

The Service Manager, Customer Services and I.T. to be invited to present and end of year 2011/12 report and analysis of Complaints received at the next meeting.

**iii) LI1082: Percentage of households completing electoral registration forms**

The Service Manager, Elections and Member Services to be asked to supply Members with data on the percentage of canvass returns completed in the internet.

**iv) Action P.43: Progress proposals to re develop Arnold Town Centre**

Members requested that Mark Kimberley, Corporate Director, be asked to add a note that the action had been carried over into 2012/13.

**v) Action P. 47: Undertake feasibility study into future availability of cemetery land**

The Service Manager, Parks and Street care, to be asked whether this would include the feasibility of having a crematorium in the Borough.

The Service Manager, Planning and Economic Development to be asked whether the above is being taken into account in planning terms.

**vi) Action: p.55: Develop planned programme of youth diversionary activities**

The Service Manager, Public Protection to be asked to provide qualitative information on the level of positive outcomes achieved against the reported 100% delivery:-

How did the Council ensure that those young people most in need of the initiatives were effectively targeted?

What is the feasibility of trawling schools in the Borough to establish the levels of take up and beneficial impact of the schemes?

**vii) Economic Development actions p.45:**

The Service Manager, Planning and Economic Development to be asked to provide information on how the current percentage of 9.4 % empty shops in the Borough compares with the national average.

**viii) Action: Shop front Scheme:**

The Service Manager, Planning and Economic Development to be asked to provide ward by ward information on take up levels of the scheme.

LI 131: Councillor Ainley clarified again the original request, which had been to ensure that within future covalent reports for that indicator, Members can see the value data that make up the percentage success rates.

The Performance Monitoring Officer to be asked to ensure that in future Covalent reports, all indicators and actions that relate to a particular service are grouped together within each Portfolio.

**ix) LI 111: Number of installations of home insulation measures through The Green Energy Doctor**

Members considered whether this scheme was now at saturation point, and proposed that under the new national Green Deal initiative the Council consider devising a Gedling specific own plan to address low take up.

Stephen Bray, Corporate Director, to take the above comments into account in progressing Green Deal initiatives.

**x) LI051, LI086, LI118, LI098 – Housing and Homelessness**

The Housing Needs Team to be congratulated on their achievement of outcomes in 2011/12, particularly during the current economic climate and subsequent significant increase in demand for these services.

**5. OVERVIEW SCRUTINY REPORT**

The Member Services Team Leader updated Members on the actions and recommendations of the Overview Scrutiny Committee on 26<sup>th</sup> June 2012.

**RESOLVED:**

To note the report

**6. PERFORMANCE SCRUTINY WORK PLAN REPORT**

The Chair updated Members on the current and proposed Scrutiny work programme.

Additional information requested by Members following the Quarter 3 performance information to the Performance Review Committee on 12 March was presented.

The Responses of the Portfolio Holder and Nottinghamshire County Council to the Domestic Violence follow up review were considered.

Members were also asked to consider and approve the final reports and recommendations of the following completed reviews:

- Economic Development
- Joint Procurement

The Chair proposed the commencement of the pending review of **'How the Council monitors its performance in terms of Inclusion and Equality.'**

**RESOLVED:**

- 1) To note the responses of the Portfolio Holder and Nottinghamshire County Council to the Domestic Violence follow up review.
- 2) To approve the reports and recommendations of the Economic Development and Joint Procurement reviews, and to circulate the latter report to all Performance Scrutiny Members with the Appendices included.
- 3) To commence a review into the Council's Performance Monitoring in terms Inclusion and Equality in September 2012, and to ensure that the Equalities Action Plan is circulated to Members along with the meeting notification.

**7. TEA AND SCRUTINY EVENT REPORT**

The Chair informed Members of the outcomes of the Annual Tea and Scrutiny review and evaluation event and asked for Members comments.

A number of comments were submitted and noted for consideration by the Overview Scrutiny Committee.

Members were also made aware of the process by which the Overview Scrutiny Committee will take forward the recommendations of the report, which were as follows:

Overview Scrutiny Committee to invite the Leader and Deputy to a meeting in September to establish how any proposed changes to the governance arrangements might affect the Scrutiny structure and process.

The committee to then devise and take forward a Scrutiny Development plan, taking account of comments received from Members and Officers and in the light of any proposed changes to Governance arrangements.

**RESOLVED:**

To note the report and submit any further comments to the Member Services Team Leader.

**8. ANY OTHER MATTERS CONSIDERED URGENT BY THE CHAIR**

None