

PERFORMANCE REVIEW SCRUTINY COMMITTEE

Monday 17 September
Councillor P A Hughes (Chair)

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

Officers in attendance: S Bray, M Kimberley, M Lane, J Ansell, H Lee

9 APOLOGIES FOR ABSENCE WERE RECEIVED FROM:

Apologies for absence were received from Councillors Truscott, Ainley, Powell.

10 TO APPROVE AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 2 JULY 2012.

RESOLVED:

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

11 DECLARATIONS OF INTEREST (including whipping declarations)

None

12 COMPLAINTS AND COMPLIMENTS MONITORING QUARTER 4 (2011/12)

Mark Lane, Service Manager, Customer Services & IT, presented a report which provided an overview of Complaint and Compliment activity for the final quarter and cumulatively for 2011/12.

Key points:

- the number of complaints is increasing; the number of complaints processed during the final quarter was higher than the previous quarters in 2011/12.
- Corporate Services receives the highest number of complaints and Leisure Services the highest number of compliments.
- during quarter 4.57% of complaints were upheld
- the number of complaints dealt with within 10 working days is increasing
- a summary of complaints is now available via the Covalent report

RESOLVED:

- 1) to thank the Service Manager, Customer Services and IT for his presentation.
- 2) to request breakdown of the number of complaints received by Corporate Services by service area
- 3) to request a further breakdown on the nature of complaints

13 PERFORMANCE STRENGTHS AND CHALLENGES

Mark Kimberley, Corporate Director, discussed a number of areas that presented potential challenges to service delivery in his service area, in particular changes to the Council Tax Support Scheme and Business Rate Retention in addition to a range of other financial issues that will have an impact on service provision. He also identified a number of strengths within his area that would enable these challenges to be met and continue to deliver an efficient service.

RESOLVED:

- 1) to thank Mark Kimberley for his presentation
- 2) Members will submit questions they would like addressing prior to Corporate Directors attending future Overview Scrutiny Committee meetings.

14 COVALENT PERFORMANCE MONITORING REPORT 1 QUARTER 2012/13

The Head of Strategy and Performance discussed the Priorities Plans and Performance WebPages which enables Members, and members of the public, to look at the authority's priorities, find out what is being done towards achieving them and how much progress has been made.

RESOLVED:

- 1) that in future Members will have to 'opt in' to receive paper copies of the Performance Report
- 2) a link to the Performance Report will be sent to all Performance Scrutiny Committee Members
- 3) a coloured copy of the report will be displayed in the Members room
- 4) the possibility of Wi Fi connection in the Civic Centre be explored

The Head of Strategy and Performance provided Members with the Quarter 1 Performance Information. The Action and Indicator Performance reports analysed by portfolio were reviewed, and an Outcomes report was presented.

RESOLVED

- 1) To make the following requests for clarification from Corporate Directors/Officers as appropriate:

Matters arising from responses requested to Q1 performance reports:

- i) **Page 32: Review and Develop Neighbourhood Warden Service in Liaison with the Police – In consultation with the portfolio holder develop revised warden uniforms.**
The Corporate Director to provide information about the revised uniform.
- ii) **Page 50: Identify opportunities in new builds and existing sites with partners and promote the installation of underground recycling bins.**
The Service Manager, Waste Services be asked to provide information about progress of installation and location of underground bins.
- iii) **Page 19: L1225 Number of jobs created via the Nottingham Business Venture. L1226: Number of new starts via Nottingham Business Centre.**
The Service Manager, Planning and Economic Development are asked about progress in identifying new sources to obtain this information.
- iv) **Page 48: Explore the opportunities to generate renewable energy on the Council's own Buildings and land to take advantage of 'Feed in' Tariffs.**
The service Manager, Planning and Economic Development be asked about progress that has been made in reviewing the viability of Photo Voltaic solar panels on not only Richard Herrod but also leisure centres.

15 OVERVIEW SCRUTINY REPORT

The Member Services Team Leader updated Members on the actions and recommendations of the Overview Scrutiny Committee on 4 September 2012.

RESOLVED:

To note the report

16 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 4 performance information to the Performance Review Committee on 2nd July was presented.

RESOLVED:

- 1) to note the responses to clarification on Q4 performance
- 2) that no items will be prioritised for review

17 ANY OTHER MATTERS CONSIDERED URGENT BY THE CHAIR

None