

**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 20 AUGUST 2013**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors D G Wheeler (Chairman) Mrs S P Bailey, R M Jones, A MacInnes, B A Nicholls, S J Robinson, D V Smith, Mrs M Stockwood (substitute for Councillor J Stockwood), J E Thurman,

OFFICERS PRESENT:

N Carter	Service Manager - Corporate Governance
I Meader	Performance Officer
V Nightingale	Senior Member Support Officer
G Pickering	Performance and Reputation Manager

APOLOGY FOR ABSENCE:

Councillor J A Stockwood

9. Declarations of Interest

There were none declared.

10. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 25 June 2013 were accepted as a true record, following an amendment to note 7 – Performance Monitoring – Quarter 4 2012/13. In paragraph 5 the final 2 sentences were amended to read “The Executive Manager - Operations and Corporate Governance informed Members that a report would be presented to Cabinet on 9 July regarding affordable housing. Members were advised that, in that report, it was proposed to reduce the target for affordable housing for 2013/14.

11. Ombudsman’s Annual Letter 2012/13

The Performance and Reputation Manager presented the annual report which summarised the complaints that had been made to the Local Government Ombudsman during 2012/13. Members were informed that 11 complaints had been received, 7 related to planning, 3 to benefits and council tax and 1 to environmental services. The Ombudsman made decisions on 8 cases during the year. The decisions were:

- 4 cases were not investigated due to insufficient evidence
- 2 cases were found to be outside of their jurisdiction
- 1 case it was found that the Council had handled it correctly
- 1 case the Ombudsman agreed with the action taken and the compensation awarded by the Council.

Following a question, officers explained that this last complaint related to some misleading advice given regarding a planning matter. Before the case had been considered by the Ombudsman the Council had apologised and refunded both the application fee and the person's legal fees. The Ombudsman therefore felt that there was nothing else the Council could, or should, do.

The Board was informed that the Local Government Ombudsman had altered their working practices this year and that the letter had not been as detailed as in previous years. The Ombudsman's website was being updated and in the future people would be able to search by authority or by subject matter.

Following questions officers agreed to provide, in future reports, a comparison with other similar local authorities and more detailed information from the Ombudsman's website. The Board agreed that the number of complaints considered were very low.

12. Review of Customer Feedback 2012/13

The Board received a report detailing the 61 complaints, 24 comments and 146 compliments received by the Council during 2012/13. Members were informed that the number of compliments were comparable with those received last year and primarily related to the Council's face to face services. These were reported in the weekly e-newsletters sent to Members and staff. Members queried if the complaints could also be included in the publication

Officers explained the Council's two stage complaints procedure and how this was aligned to the new senior management structure. Officers had provided a summary of the types of complaints that had been received and whether these had been escalated to stage 2 of the process. Members were pleased to note that there were fewer complaints compared to 2011/12, but questioned if this was just a reduction in the recording of complaints. Officers assured the Board that the mechanism had not changed and that the system was robust. It was also pointed out that the percentage of complaints compared to the number of customer transactions was very low. With regard to the new management structure Following a question the Service Manager – Corporate Governance outlined the services provided by the Transformation service.

Members discussed the number of "complaints" they received and how these were recorded. Officers explained that these were individually assessed, with the majority being classified in the first instance as service requests in accordance with the Council's complaints policy definition, however, if it was felt appropriate, the person was contacted to ascertain if they wished to make a formal complaint. Members agreed that they could make the person aware of this option. It was also recognised that not all complaints Members received were about the Council's actions. Officers stated that the system was very open and transparent and the Council encouraged feedback.

13. Annual Review of Work Programme

The Service Manager - Corporate Governance presented the draft annual report of scrutiny for Members to consider. Each scrutiny group would produce an annual review and these would be amalgamated and considered

by Council on 26 September 2013. It was recognised that the Board's work programme, and the timing of reports, had been improved. Following a meeting with the Chairman and Vice Chairman a number of comments had been received and these were considered, and agreed, by the Board.

14. Performance Monitoring – Quarter 1 2013/14

The Performance and Reputation Manager presented a summary of the Council's performance for Quarter 1 of 2013/14. He explained that the format of the report had been changed so that the emphasis was on the milestones associated with the tasks. Members welcomed the new layout and felt it was an improvement. Members were informed that the nine corporate tasks were underway with only one, Adopt the Rushcliffe Local Plan, being overdue. This task had been given a revised completion date of 30 June 2014 and the present milestones were on target.

At the previous meeting Members had requested further information on the Universal Credit pilot scheme and this had been included within the summary for Strategic Task 17, Implement Welfare Reform, including developing a local Council tax support scheme and transferring housing benefit customers to the national Universal Credit system. Following further questions officers explained that a short survey of seven questions had been sent to all 18-65 year olds who were presently claiming housing benefit to ascertain if they had access to a computer, access to a bank account, if they felt they would need any extra help with budgeting or if they would require additional assistance when they were transferred to Universal Credit. The survey was still live at the present time, however 500 of the 3,017 sent out had been returned. Members were pleased to note that the percentage of online applications for new housing benefit claims had increased, however they requested further details on the number of claims being submitted, officers agreed to provide this information. Members also requested a further report on the outcomes of the pilot scheme and the implications of Universal Credit. It was agreed that this would be included in the Board's work programme at an appropriate time when all the information from the various pilot schemes was made available by the Department of Works and Pensions.

In relation to the 34 performance indicators there were 21 reported on during Quarter 1. Of these there was one highlight, percentage of Non-domestic rates collected in the year, and two exceptions, Robberies per 1,000 population and percentage of calls answered in 30 seconds at the Rushcliffe Community Contact Centre.

The Board was informed that all the crime statistics from Quarter 4 2012/13 had been reduced by 10% to form the targets for 2013/14, this had made them extremely challenging. In respect of Robberies per 1,000 population Members were informed that this specifically related to incidents/offences where a threat is involved whilst it was taking place. Unfortunately there had been 10 incidents in the West Bridgford area during Quarter 1 mostly relating to teenage offenders targeting teenage victims in respect of mobile devices. Work was being undertaken by Youth Services and Police Schools Liaison Officer to combat this crime. Officers pointed out that as the number of instances was very small the target was adversely affected by a small spate of incidents.

With regard to the percentage of calls answered in 30 seconds at the Rushcliffe Community Contact Centre Members were presented with updated figures. The percentage of calls answered in Quarter 1 were comparable with those answered in the two previous years, even though the Centre received an extra 1,500 calls during April. Officers explained that during April the Centre received more calls than in other months due to recovery letters having been sent out and queries regarding the green bin scheme. This year the Centre had spent more hours on benefit related calls due to the national changes being implemented to the housing benefit system. Also four members of staff had left the authority during this period, , and whilst management had taken appropriate action, unfortunately this unexpected loss of resource had impacted on the number of calls being answered. New staff had been recruited and had started their intensive training, and it was envisaged that this would assist in bringing the indicator on target in the future. Although the indicator was below target the customer satisfaction figure was still high at 97.7%, Members felt that these figures should be taken in context and therefore the Board was not unduly concerned about the missed target. Officers stated that the Customer Services Manager had offered Members a tour of the Centre to see the work undertaken by her staff.

In relation to LITR12 and LITR13 Members queried why when all the industrial units were let the level of income was below target. Officers explained that the level of income related to the letting of other properties in the Council's portfolio and not to the industrial units, ie the Civic Centre, the Depot, the Point, Bridgford Hall, etc. Members asked officers to consider adding in an additional indicator which would show the percentage of the Council's portfolio that had been let, especially as this had increased since the indicators had been established.

As this was the last meeting that Mr Pickering would attend as the Performance and Reputation Manager Members thanked him for his support and input.

15. **Work Programme**

The Board considered its work programme. It was agreed that the programme was balanced and that there were not too many items per meeting as had happened previously. Following the Board's request regarding information about the outcome of the Universal Credit pilot officers felt that the most appropriate time would likely to be early summer 2014. Members were asked to forward their questions for Parkwood Leisure to Member Services by 3 November 2013.

The meeting closed at 8.05 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 20 AUGUST 2013

Minute Number	Actions	Officer Responsible
11. Ombudsman's Annual Letter 2012/13	a) Officers to provide a comparison between Rushcliffe and other similar local authorities in future reports b) Officers to provide more detailed information from the Ombudsman's website in future reports	Performance and Reputation Manager Performance and Reputation Manager
13. Annual Review of Work Programme	Officers to amend the annual report as per the discussions with the Chairman and Vice Chairman	Senior Member Support Officer
14. Performance Monitoring – Quarter 1 2013/14	a) Officers to provide the number of housing benefit claims being submitted on line b) A further report be submitted to the Board regarding the outcomes of the Universal Credit pilot scheme and its implications c) Officers to consider including a new indicator detailing the percentage of the Council's portfolio that had been let	Performance and Reputation Manager Service Manager - Corporate Governance Service Manager - Corporate Governance
15. Work Programme	Members to submit questions for Parkwood Leisure Ltd to Member Services by 3 November 2013.	Members of the Performance Management Board

**ACTION UPDATE FROM THE PERFORMANCE MANAGEMENT BOARD
ON 20 AUGUST 2013**

Minute Number	Action	Officer Responsible	Response
11. Ombudsman's Annual Letter 2012/13	<p>a) Officers to provide a comparison between Rushcliffe and other similar local authorities in future reports</p> <p>b) Officers to provide more detailed information from the Ombudsman's website in future reports</p>	<p>Performance and Reputation Manager</p> <p>Performance and Reputation Manager</p>	
13. Annual Review of Work Programme	Officers to amend the annual report as per the discussions with the Chairman and Vice Chairman	Senior Member Support Officer	
14. Performance Monitoring – Quarter 1 2013/14	<p>a) Officers to provide the number of housing benefit claims being submitted on line</p> <p>b) A further report be submitted to the Board regarding the outcomes of the Universal Credit pilot scheme and its implications</p> <p>c) Officers to consider including a new indicator detailing the percentage of the Council's portfolio that had been let</p>	<p>Performance and Reputation Manager</p> <p>Service Manager - Corporate Governance</p> <p>Service Manager - Corporate Governance</p>	
15. Work Programme	Members to submit questions for Parkwood Leisure Ltd to Member Services by 3 November 2013.	Members of the Performance Management Board	