

Appendix 3

PERFORMANCE MANAGEMENT TASK GROUP – PRESENTATION FROM HEADS OF SERVICE/PORTFOLIO HOLDERS

SERVICE AREA	CONCERNS	IMPROVEMENTS
<p>STREETSCENE AND LIVEABILITY (Councillor Driver, Portfolio Holder)</p> <p>BVPIs 82a (i) and (ii)</p>	<p>Few missed collections mainly at OAP accommodation.</p> <p>Vehicles breaking down.</p> <p>Issue raised about the lack of information on the types of items for recycling.</p> <p>The Portfolio Holder raised concern that she felt that the BVPI figures were not accurate</p>	<p>Tracker systems now in place on vehicles which would identify where bins had been collected.</p> <p>Money procured for new vehicles which should be available by the end of the year.</p> <p>Suggestion by the Performance Task Group was to include this information in the quarterly newspaper which was distributed to householders in the Borough, which would have no additional cost implications to the Council. This could also be included on the Council's website.</p> <p>The Council are pursuing a suitable site for a waste transfer station within the Valley.</p> <p>That this issue be looked at to ascertain whether people are inputting accurate information into the system.</p> <p>That the Performance Task Group continue to monitor under achieving BVPIs through presentations from the Head of Service for Policy and Change Management on a quarterly basis.</p> <p>Update in 6 months</p>

SERVICE AREA	CONCERNS	IMPROVEMENTS
<p>CUSTOMER SERVICES AND e-GOVERNMENT (Andrew Buckle)</p> <p>Anita Tittensor, Manager of the Service Assurance Team (Benefits and Council Tax)</p> <p>Andy Ormerod, Contract Manager, Revenue and Benefits , Capita</p> <p>BVPI 9</p>	<p>The reason for under achieving target was due to resource problems with staffing and computer systems which required replacing.</p> <p>The Council had not reviewed some of its systems for 3 years including 25% single person discount and also empty properties</p>	<p>The contract with Capita is soon to be signed following which numerous improvements should be made.</p> <p>The Manager of the Service Assurance Team informed the Group that a Service Assurance Team had been set up to monitor the contract with Capita, ensuring continuous improvements. They will also monitor performance of BVPis and local indicators, against targets written into the contract.</p> <p>Capita would employ a new inspector who would spend most of his time identifying empty properties and also newly build homes to ensure that completion notices are served to enable Council Tax to be charged promptly.</p> <p>There would also be improvements with an Electronic Document Management System which would can all post and show whether or not it had been responded to. This would speed up processes.</p> <p>Penalties and incentives had been built into the Capita contract.</p> <p>A target of 96.4% would be reached against the 98% Annual Target.</p> <p>Update in 6 months</p>

