

Minutes of: **PERFORMANCE OVERVIEW AND SCRUTINY COMMITTEE**

Date of Meeting: 25th June 2012

PRESENT: Councillor Roberts (Chair for this meeting)
Councillors Fletcher, Gill (substituting for Procter),
Shiple, Morris, Robertson (substituting for McInnes)

IN ATTENDANCE: Liz Sandiford, Head of People and Policy
Pat Couch, Scrutiny Support Officer

2 Members of the Public

In the absence of the Chair, Councillor Roberts was nominated as Chair for the meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors McInnes, Knowles, Procter and Irene Divine (Co-opted Member).

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 27th February 2012 be approved as a correct record and signed by the Chair.

3. URGENT ITEMS

There were no urgent items for discussion.

4. DECLARATIONS OF INTEREST

Councillor Morris declared an interest as he was a Board Member on both Capita and Rossendale Leisure Trust.

5. PUBLIC QUESTION TIME

The Chair agreed to deviate from the Procedure for Public Speaking and allow members of the public to ask questions as the reports were discussed.

6. CHAIR'S UPDATE

The Chair informed Members that at the next meeting of the Committee on 16th July 2012, there would be a presentation from East Lancashire Hospitals NHS Trust on their consultation to become a Foundation Trust.

7. REGULATION OF INVESTIGATORY POWERS ACT 2000

The Scrutiny Support Officer provided a brief update for Members on the purpose of RIPA within the Council.

The RIPA report highlighted that for the period from 1st January 2012 to 31st March 2012, the Council had authorised directed surveillance on nil occasions. No requests had been refused.

A number of questions were raised which the Head of People and Policy responded.

The Scrutiny Officer agreed to seek information from Legal Services on questions which needed clarification and would report back to Members.

Resolved:

That the Committee note the Council's use of RIPA powers for the period 1st January 2012 to 31st March 2012.

8. INTEGRATED PERFORMANCE REPORT QUARTER 4

The Head of People and Policy gave a brief presentation on the purpose of performance within the Council, providing background as to the reason why the Council began to monitor its performance.

The Head of People and Policy explained there was one Council Business Plan which was reflected in the Covalent report. The Head of People and Policy explained that the Portfolio Holders hold regular meetings with the relevant managers for their portfolio in order to review and challenge the progress of the implementation of the priorities relating to their portfolio in each business plan.

In relation to new performance indicators, a baseline figure is set initially, with targets set for the following year.

There was discussion on the new local indicators in relation to Average Fuel Costs/Usage and it was agreed that the Director of Customer and Communities be asked to attend the next meeting on 16th July to explain in detail how the Council intend to set future targets and possibly fuel costs savings to the Council.

There was also discussion on the Complaints and Ombudsman statistics. In relation to complaints by Councillors which showed at nil, it was noted that some Councillors go direct to Officers, others use the Members

Enquiry system. It was noted that sometimes Councillors receive complaints but these do not go through the Complaints process. Some Members were not aware of the Member Enquiry system and it was agreed that a Members briefing on the Ombudsman complaints, Member Enquiry system and the Complaints system would be useful.

Members also requested a brief update to where Ombudsman reports were at. It was suggested that a report be presented to a future meeting on the number of complaints/Ombudsman complaints received by the Council. The Scrutiny Support Officer indicated that at the present time there were no 'open' Ombudsman investigations.

In relation to LI 79bi – Percentage of recoverable housing benefit overpayments that were recovered, concern was raised about the large fraud overpayments being created.

Information had been received from the Service Assurance Manager that they had identified a situation with the software supplier and the involvement with the Department of Works and Pensions. Capita were monitoring and reporting regularly to the Service Assurance Team.

It was agreed to monitor this indicator within the next Quarter 1 report and if there had been no improvements then the Committee would ask the Service Assurance Manager to attend a future meeting.

The Head of People and Policy explained that the Council were looking at what performance indicators had to be collected, which included household waste and acquisitive crime, plus such indicators as customer waiting times and value for money indicators. It was agreed that she would bring back to the Committee a list of indicators that the Council had to collect.

With regard to future Integrated Performance Reports, the Head of People and Policy indicated that as well as being presented to Performance Scrutiny Committee, the report was presented to Cabinet. There was discussion about whether it would be beneficial for the Committee to receive the report and that Cabinet just receive an exception report if Scrutiny felt it was necessary to review a particular service area.

Members of the public asked a number of questions in relation to the following, which if remained unanswered at the meeting would be responded to by the appropriate Officer:

- Operations Manager replacement, which the Head of People explained that shared management arrangements had been put in place with Hyndburn with an Officer with expertise in refuse and one with expertise in transport, they were based within Rossendale on a part time basis, but available during the full week.

- Business Centre – the Head of People and Policy indicated that a report was being considered at Cabinet in relation to how the Council used its assets and accommodation.
- Rossendale Leisure Trust/Leisure Facilities project and the amount of money the Council was spending on Leisure – the Head of People and Policy indicated that a report was being considered at Cabinet in relation to its areas of priority.
- Grass Cutting at Highfield Park Haslingden – A member of the public queried was the Council paid for cutting the grass at the park. The Head of People and Policy explained a large review had been undertaken relating to the grass that is cut on behalf of partners. However, she would check on the position of Highfield Park Haslingden.

RESOLVED:

1. That the Performance Overview and Scrutiny Committee considered the levels of performance and risks detailed in the report.
2. That the Performance Overview and Scrutiny Committee continues to monitor performance of those indicators that were underachieving targeted levels of performance and request further information from the relevant Head of Service.
3. That the Cabinet be asked to approve that the Integrated Performance Report be presented just to the Performance Scrutiny Committee and that Cabinet be presented with an exception report if Scrutiny felt it was necessary to review a particular service area.

The meeting commenced at 6.30pm and finished at 7.50pm

Signed
(Chair)

Date