

Minutes of: PERFORMANCE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 25th February 2013

PRESENT: Councillor McInnes (Chair)
Councillors Fletcher, Knowles, Morris, Procter, Shipley, Roberts

Irene Divine, Co-opted Member

IN ATTENDANCE: Liz Sandiford, Head of People and Policy
Emma Hussain, Principal Policy Officer
Christine Ashcroft, Community Leisure Association, Whitworth (CLAW)
Lisa McDowell, Community Leisure Association, Whitworth (CLAW)
Martin Kay, Rossendale Leisure Trust
Councillor Marriott, Portfolio Holder for Finance and Resources
Councillor Barnes, Leader of the Council
Pat Couch, Scrutiny Support Officer

3 Members of the public

1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 28th January 2013, be approved as a correct record and signed by the Chair.

3. DECLARATIONS OF INTEREST

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

4. URGENT ITEMS

There were no urgent items for discussion.

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 bi-monthly meeting with representatives of the Clinical Commissioning Group she had received the following information

- There were almost 1,000 patients attending the Minor Injuries Unit per month
- There had only been 34 births at the birthing unit throughout the whole of 2012
- In relation to the Francis Report about the investigation into East Lancashire Hospitals NHS, it was confirmed that the Council would be kept up to date through

the health meeting, on developments of the enquiry, which would take months to complete

A number of questions were raised by Members, which the Chair agreed to ask at their next meeting with the CCG representatives as follows.

- Is the facility continuing to be supported?
- Could the Council get have a firm commitment from the CCG/Trust on the future of the health centre?
- Is there a possibility of extending the opening times?
- Need to make sure that the promotion of the birthing centre is paramount, which the Chair confirmed was on the CCGs agenda for early discussion with GPs

7. LEISURE REVIEW

Martin Kay, General Manager of Rossendale Leisure Trust informed Members that the Trust provides sports and leisure activities on behalf of Rossendale Borough Council and is commissioned by a number of third party funders including Sport England, The Health Commissioner, Lancashire Sport and Lancashire County Council.

The General Manager provided an update of the key achievements and challenges for the Trust as follows:

- Refurbishment work at Haslingden Squash Courts
- Major build works at Marl Pits
- Uncertainty of Haslingden Swimming Pool
- Rossendale Sports Awards which was attended by over 175 people
- Over 400 people accessed the GP referral, cardiac rehabilitation and weight management programme, which were delivered from all the Trust sites

A number of questions were raised by Members as follows, which the General Manager responded.

- How do you determine usage and track spend? Which the General Manager indicated that they know the usage at all 3 centres through various methods ie postcode, membership data
- If the Trust now only has 2 units to run instead of 5, is the management still the same? The General Manager indicated that head office staff had reduced significantly
- How many members are there for the 2 facilities? Haslingden Sports Centre has 1422 members and Marl Pits 571.
- How were the Trust promoting the Trust to the public? This was done through a joint marketing campaign with other district authorities.

The General Manager indicated that the Trust was as stable now as it had ever been. Staff within the Centre ensure that both facilities provide good quality leisure services.

RESOLVED:

That the information be noted.

COMMUNITY LEISURE ASSOCIATION OF WHITWORTH (CLAW)

Christine Ashcroft, Chair of CLAW and Lisa McDowell from the Riverside presented a report which highlighted amongst other things, their key achievements. These were as follows:

- Increase in bookings especially weddings for 2012/13
- New website which has led to an increase in enquiries
- Low staff turnover
- Noticeable increase in swimming lesson bookings

A sales and marketing plan had been developed with a view to increasing their profile within the local community and surrounding boroughs. The key elements of this include the redesign of their website; introduce a corporate image across all marketing materials and improve presence in the local media.

They are now producing their own catering (buffets and hot suppers), with no external caterers allowed for any future bookings.

The Chair of CLAW explained that recent flooding had caused damage to carpets and these had to be replaced with tiles, at very little cost due to the help with the clean-up provided by the community of Whitworth.

There was discussion on CLAW budget for April – December 2012. The Chair indicated that the forecast was to break even and hope that next year will see a reasonable profit.

A member praised the hard work of CLAW and its staff.

RESOLVED:

That the information received from CLAW and Rossendale Leisure Trust be noted.

8. INTEGRATED PERFORMANCE REPORT – QUARTER 3 (Oct-Dec 2012)

The Head of People and Policy presented the Quarter 3 Integrated Performance Report.

The report confirmed that the Council was delivering almost all the actions and projects it said it would deliver as detailed in the Council's Corporate Business Plan for the financial year 2012/13. Performance within the Council continues to be good.

94.6% of the Corporate Plan actions were completed without issues and projects were on track, which was an increase on Quarter 2, with no Corporate Plans in jeopardy.

There had been a decrease in the amount of Corporate Plan actions that were slightly behind target, which was now down to 5.4% in Quarter 3.

There were some areas of progress to note as follows:

- A 'healthy and Successful Rossendale' had seen an 11.6% rise in Green Status since Quarter 2
- STAN - response rates on customer surveys had increased in Quarter 3
- STAN – had a 66% reduction in dissatisfaction rates
- Complaints the Council had received reduced and when a complaint had been received, they were being closed within the same quarter. This was an improvement on Quarter 2
- Localities Team had an increase in compliments in Quarter 3

A number of questions were raised including the reporting of 'flytipping' which the Principal Policy Officer indicated was being captured on Flare IT system within Communities.

The Head of People and Policy indicated that in future this will be picked up within the Business Plan actions.

There was discussion on the fuel indicators which are included in Item 9 below.

Resolved:

1. That the Performance Scrutiny Committee notes the levels of performance and risks detailed in the report.
2. That the Performance Scrutiny Committee continues to monitor performance of those indicators which are underachieving targeted levels of performance and request further information upon this from the relevant Head of Service.

9. PERFORMANCE MANAGEMENT: Performance Report and Performance Indicator Review

The Head of People and Policy presented the Performance Report and Performance Indicator Review, the purpose of which was to discuss the proposed changes to those performance indicators which had been reviewed. The review occurred following discussion with Performance Scrutiny members on 19th November, when it was agreed that the Operations service area performance indicators needed to be looked at to identify those of use and relevance.

It was agreed that the financial reporting element of the quarterly report be removed, as this is considered a duplication of the existing publication of the Monthly Financial Monitoring Report by Cabinet and was also available on the Council's website.

A detailed explanation was provided within the report of the following indicators:

- LI82(ai) - % of household waste recycled
- LI82(bi) - % of household waste composted

The above indicators would be retained but that the target for LI82(ai) be amended as it was not statutory for residents to recycle and the Council does not have any further enforcement powers to control this indicator beyond what was already in place.

It was also noted that, in terms of LI82bi the percentage of household waste composted, the Council has little or no control of the amount of waste composted.

- NI191 – residual household waste per household
- NI193 - % of municipal waste land filled

The above indicators would be retained as an operations performance indicator to be monitored and reported on an annual basis.

LI OP1 – missed collections of bins not returned within 24 hours should be removed as it was not a key issue within Rossendale.

A member of the public indicated that some targets had been changed from previous years with no explanation why. It was suggested that a list of these targets be sent to the Scrutiny Officer to be forwarded to the Head of People and Policy to provide an explanation.

The fuel usage and cost related performance indicators be removed from 2012-13 quarter 4

onwards, but instead be replaced with a business action plan which would include a narrative update on the average price of fuel purchased per quarter, amount of fuel purchased, date purchased, cost per litre. The reasons for this change had been highlighted to Members within the report.

There was discussion on the recording of mpg on vehicles and whether there was a need to re-examine routes taken by the Council vehicles. A comment was made about the possibility of multi joined-up procurement of fuel. It was noted that mpg was recorded, which is set out in the report and that Operations would be reviewing collection routes for further efficiencies shortly. Obtaining the best fuel prices would be kept under review and the Head of People and Policy would feedback the request to re-explore joint procurement to the service area for review.

The Head of People and Policy explained that there was also a number of other performance indicators which were part of Local Area Agreement which have now been abolished and were recommended for removal. As set out in the report, the data for these indicators are either, no longer required to be monitored or reported, are reported by the lead organisation directly or the data sources are no longer available. These include the public health indicators. The Chair indicated that the latest health related indicators had been presented to her earlier in her meeting with health representatives and would be forwarded to members by the Scrutiny Support Officer. It was noted that where information from partners was still published, that this would be signposted to.

A question was raised about the post of Conservation Officer and whether this was temporary or permanent. The Head of People and Policy agreed to confirm this to the member of the public who requested the information.

A member indicated he had reservations about removing the financial information from the quarterly report as Members are on different committees and if they did not attend Cabinet then they would not be aware of the Council's performance. It was noted that all Members were alerted to Cabinet reports, including the Financial Monitoring Report, should they wish to view them on the website.

A member commented that the Committee recognise that a high percentage of targets had been met and this was a credit to Officers of the Council. The Head of People and Policy agreed to pass on the comments to Officers.

Resolved:

1. That the Performance Scrutiny Committee approve the proposed changes to the reviewed performance indicators, with amendments suggested at the meeting to include 'flytipping' within the business plan action notes.
2. That the Performance Scrutiny Committee approve the removal of the financial section of the quarterly report as it was a duplication of publication.

10. ANNUAL EQUALITY REPORT 2011/12

The Head of People and Policy presented the Annual Equality Report for 2011/12.

The Equality Act 2010 states that everyone has the right to be treated fairly and equally. The two main purposes of the Act bring together and simplify all of the existing discrimination law and strengthen the law to further support progress on equality.

In line with its Equality Policy, current legislation and codes of practice, the Council is

required to publish equality information on at least an annual basis. It was noted that the Council continues to take an appropriate and proportionate approach to equality and diversity.

The report and the appendices provide an overview of the Council's key progress and achievements during 2011/12, in relation to equality and diversity. It also presents the Council's key equality data.

The data shows a varying picture of the Council's workforce being relatively split in terms of gender, but is not significantly diverse, and is slightly less diverse than the composition of the local population.

The report includes the following:

- The Council does not employ anyone under 20 years
- 12.7% of the workforce is 20-29 years
- The majority of the workforce is 50-59 years
- There are more female Councillors (54%) than male (46%)
- The majority of the Councillors are aged 60-69 years

2.8% of the workforce who chose to disclose the above information identified themselves as disabled.

The Council also aims to provide the best possible services to meet the needs of the different customers and employees and ensure that our customers and employees are treated with dignity and respect.

It was noted that in addition to this annual equality performance report, the Council's quarterly performance report also provides regular updates on equality related activity within the council's business plan and issue specific equality impact assessments which are published on the Council's website.

RESOLVED:

1. That the Committee notes the contents of the Council's Annual Equality Report for 2011/12 and its appendices.
2. That the Committee continues to monitor the Council's progress on equality and sufficient publication of equality information in line with current legislative and best practice requirements to ensure that the Council is operating fairly and equitably.

NB: At the close of the meeting, the Head of People and Policy informed the Committee that this would be the last time she would attend a meeting as she was leaving the Council in April. The Principal Policy Officer would attend future meetings.

The Committee thanked the Head of People and Policy for her work in supporting the Committee and wished her well for the future.

The meeting commenced at 6.30pm and closed at 8.40pm

Signed and dated
(Chair)